

LOS ANGELES COUNTY  
COMMISSION ON DISABILITIES  
MARCH 19, 2014  
CAPTIONING BY TOTAL RECALL: [YOURCAPTIONER.COM](http://YOURCAPTIONER.COM)

PRESIDENT NEAL: I CALL THIS MEETING TO ORDER. DO ROLL CALL FIRST.

EMMA DEJESUS: (TAKING ROLL)  
WE HAVE A QUORUM.

PRESIDENT NEAL: YAY. GIVE YOURSELVES A HAND. [APPLAUSE].  
THANK YOU. YAY.

OKEY-DOKEY. THE APPROVAL OF MINUTES FROM THE MEETING OF FEBRUARY 19.

COMMISSIONER WELT: I WOULD LIKE TO MAKE A MOTION TO APPROVE THE MEETING MINUTES OF FEBRUARY 19, 2014.

COMMISSIONER TROOST: I SECOND.

PRESIDENT NEAL: SECOND, DISCUSSION? ALL IN FAVOR? OPPOSED? THANK YOU.

NEXT ITEM IS DISCUSSION AND APPROVAL OF NOMINATING COMMITTEE CHAIR. I HAVE ASKED COMMISSIONER JAMES IF HE WOULD DO THAT FOR US, AND IF YOU ARE INTERESTED IN BEING ON THE COMMITTEE, PLEASE TALK TO HIM.

ANY QUESTIONS SO FAR?

COMMISSIONER WELT: DO WE NEED A MOTION TO APPROVE THAT?

PRESIDENT NEAL: I AM NOT SURE WE DO, BECAUSE IT'S AN AD HOC COMMITTEE.

COMMISSIONER WELT: READING #2, IT SAYS DISCUSSION AND APPROVAL OF NOMINATION COMMITTEE. I WOULD LIKE TO MAKE A MOTION, IF WE NEED ONE, TO APPROVE THE NOMINATION COMMITTEE, FOR COMMISSIONER JAMES TO CHAIR IT.

COMMISSIONER TROOST: I SECOND.

PRESIDENT NEAL: IN FAVOR? OPPOSED? THANK YOU.

COMMISSIONER WELT: THANK YOU.

PRESIDENT NEAL: DISCUSSION AND APPROVAL TO PURCHASE REFRESHMENTS FOR THE 2014, INSTALLATION OF OFFICERS IN AMOUNT NOT TO EXCEED \$250.

COMMISSIONER WELT: I WOULD LIKE TO MAKE A MOTION TO APPROVE THE PURCHASE OF REFRESHMENTS FOR THE 2014 INSTALLATION OF OFFICERS, IN AN AMOUNT NOT TO EXCEED \$250.

PRESIDENT NEAL: SECOND?

COMMISSIONER JAMES: SECOND.

PRESIDENT NEAL: IN FAVOR, OPPOSED? ANY OTHER DISCUSSION?

ITEM 4, DISCUSSION AND APPROVAL TO PURCHASE REFRESHMENTS FOR THE 2014 SCHOLARSHIP PROGRAM RECEPTION.

COMMISSIONER WELT: I WOULD LIKE TO MAKE A MOTION TO APPROVE THE PURCHASE OF REFRESHMENTS FOR THE 2014 SCHOLAR PROGRAM RECEPTION, IN AN AMOUNT NOT TO EXCEED \$500.

COMMISSIONER TROOST: SECOND.

PRESIDENT NEAL: ALL IN FAVOR? OPPOSED? ABSTENTIONS? YAY.

THANK YOU.

ITEM 5.

COMMISSIONER WELT: I HAVE A QUESTION ON ITEM 5. WHAT IS THE END-OF-THE-YEAR OPEN HOUSE?

PRESIDENT NEAL: SAME THING WE'VE BEEN DOING EVERY YEAR FOR THE LAST 30 YEARS.

COMMISSIONER WELT: I DIDN'T KNOW THAT.

COMMISSIONER COLLEY: DIDN'T DO IT THIS YEAR.

COMMISSIONER WELT: THANK YOU.

I WOULD LIKE TO MAKE A MOTION RIGHT NOW. I WOULD LIKE TO MAKE A MOTION TO APPROVE TO PURCHASE REFRESHMENTS FOR THE 2014 END-OF-THE-YEAR OPEN HOUSE IN AN AMOUNT NOT TO EXCEED \$250.

PRESIDENT NEAL: SECOND.

IN FAVOR? OPPOSED? ABSTENTIONS.

DISCUSSION AND APPROVAL OF A NEW COMMISSION ON DISABILITIES SCHOLARSHIP, CATEGORY ENTITLED "THE RUBEN ANTHONY RIOS CREATIVE ARTS AND DESIGN SCHOLARSHIP," IN MEMORY OF THE LATE COMMISSIONER RUBEN ANTHONY RIOS.

COMMISSIONER WELT: I WOULD LIKE TO MAKE A MOTION FOR APPROVAL OF A NEW COMMISSION ON DISABILITIES SCHOLARSHIP CATEGORY ENTITLED THE "RUBEN ANTHONY RIOS CREATIVE ARTS AND DESIGN SCHOLARSHIP."

I THINK IT'S AN AWESOME IDEA BECAUSE NOT EVERYBODY HAS A HIGH GPA, AND THIS WAY IT WOULD OPEN IT UP TO MORE PEOPLE AND SEE THEIR TALENTS. AS YOU COULD SEE AT OUR LUNCHEON, THERE ARE SO MANY BEAUTIFUL ARTISTS THAT COME AND DISPLAY THEIR WORK.

COMMISSIONER JAMES: SECOND.

PRESIDENT NEAL: SECOND. ANY OTHER COMMENTS – ALL IN FAVOR? OPPOSED? ABSTENTIONS? YES!

DANIEL GARCIA: I HAVE A COMMENT.

PRESIDENT NEAL: YES.

DANIEL GARCIA: I WANT TO SAY THANK YOU FOR YOUR APPROVAL. ONE MORE... COMMISSION. I WONDER IF... COMMISSIONERS TO ADDRESS MORE ABOUT ISSUE OF ON ADVOCACY? ABOUT THE ISSUE ON HOUSING ADVOCACY FOR PEOPLE WITH DISABILITIES... PEOPLE ADVOCATE FOR US. MORE PEOPLE WOULD BE PARTICIPATING IN THE... A CONSIDERATION IN THE LANGUAGE OF THE APPLICANTS TO ADVOCATE FOR...

PRESIDENT NEAL: WE WILL BE USING THE INFORMATION PROVIDED BY THE FAMILY, HOWEVER THEY DECIDE TO DESCRIBE. SO WE GET A FULL BIOGRAPHY ON COMMISSIONER RIOS. AT THE LUNCHEON WE WILL DO A FULL PAGE OF HIS PICTURE AND ACCURATE DESCRIPTION – IT'S GOING TO BE IN THE PROGRAM. SO MOST OF THE INFORMATION IS IN THE PROGRAM TENDS TO BE ON OUR WEBSITE, BUT I WILL ASK STAFF JUST TO MAKE SURE THAT'S DONE.

DANIEL GARCIA: THANK YOU VERY MUCH.

PRESIDENT NEAL: YOU ARE WELCOME.

COMMISSIONER WELT: THANK YOU.

PRESIDENT NEAL: OKAY. ITEM 7.

I JUST WANT TO SAY THANK YOU TO EVERYONE FOR COMING HERE TODAY SO WE CAN GET THIS LITTLE BUSINESS DONE AND MOVE FORWARD. AND I THINK – AND WE DO HAVE SOME NEW STAFF AND ONE OF THEM IS HERE NOW. SO I WILL ASK, MISS NYLA, PLEASE LET EVERYONE KNOW WHERE SHE IS. AND I AM GOING (INAUDIBLE) NYLA IS BACK WITH US. WHEN I FIRST BECAME A MEMBER OF THIS COMMISSION IN 2003, NYLA WAS WORKING WITH US THEN AS WELL AS AUDRA. I DON'T KNOW IF EMMA WAS HERE OR NOT. BUT I AM REALLY HAPPY WITH SOME OF THE NEW STAFF, AND I THINK EMMA WILL ADDRESS THAT LATER. BUT I WANTED TO ACKNOWLEDGE NYLA RIGHT NOW.

THANK YOU ALL FOR COMING, THE AUDIENCE FOR COMING.

WHEN WE HAVE OUR SPEAKER, COULD YOU PLEASE ALLOW THE SPEAKER TO FINISH BEFORE YOU START YOUR QUESTIONS, BECAUSE SOMETIMES, IF YOU LET THE SPEAKER FINISH, THEY WILL ANSWER YOUR QUESTION, SOMETIMES NOT, AND YOU STILL HAVE THE OPTION OF ASKING A QUESTION. BUT SOMETIMES BECAUSE SOME OF THE SPEAKERS MAY HAVE A DISABILITY LIKE ME, AND IF YOU STOP ME, THEN I FORGOT WHAT I WAS GOING TO SAY. SO APPRECIATE YOU LET THEM FINISH BEFORE YOU ASK THEM QUESTIONS. BUT I AM NOT TRYING TO DISCOURAGE ANYBODY FROM ASKING A QUESTION.

TALK ABOUT MY GUEST TODAY ON THE RADIO SHOW, WHO WAS A HIT. I GOT A BUNCH OF PHONE CALLS. INTERNAL REVENUE. HAD AN IRS AGENT ON THE SHOW, AND HE GAVE SOME REALLY GOOD INFORMATION AND WOULD LIKE TO COME AND MAKE A PRESENTATION HERE. SO I AM GOING TO INVITE HIM. HE HAS INTERESTING THINGS TO SAY ABOUT FILING FOR PEOPLE WITH DISABILITIES, PEOPLE ON SSI, SSDI, WHETHER SOMETIMES YOU DON'T HAVE TO FILE, BUT YOU IF YOU HAVE A REFUND YOU ARE ENTITLED TO, YOU WON'T GET UNLESS YOU FILE. HE'S REALLY GOOD AT EXPLAINING, SO I WILL ASK HIM TO COME AND MAKE A PRESENTATION SO WE KNOW WHAT WE ARE SUPPOSED TO DO.

AND THAT CONCLUDES MY REPORT. THANK YOU.

ITEM 8, WE HAD ONE ON ITEM 7?

DANIEL GARCIA: I GAVE MY NAME TO SPEAK. – IT WOULD BE WONDERFUL. THANK YOU.

PRESIDENT NEAL: I CONSIDER THAT A BIG COMPLIMENT. THANK YOU. STANDING COMMITTEE, EDUCATION, JOHN TROOST.

COMMISSIONER TROOST: NOTHING TODAY.

PRESIDENT NEAL: STILL WORKING ON A SCHEDULE. OKAY. THANK YOU.

EVENTS COMMITTEE, THAT'S ME. WE TALKED ABOUT THE LUNCHEON. WE HAVE – PLEASE EVERYBODY PULL OUT YOUR CRAYONS SO YOU CAN WRITE THIS DOWN. OCTOBER 20. WE HAVE THE FULL BALLROOM THIS TIME. SO I AM GOING TO NEED EVERYBODY TO HELP SELL TICKETS. WE JUST – THERE IS NO OTHER WAY WE CAN DO THIS, SHAVING OFF ALL I CAN ON THE EXPENSES BECAUSE WE HAVE TO SELL THOSE TICKETS. THE BALLROOM HOLDS 600 PEOPLE. WE DON'T HAVE TO SELL ALL 600 BECAUSE THAT'S JUST A CAPACITY OF THE ROOM.

WE HAVE TO ALLOW FOR WHEELCHAIRS, SO A LITTLE BIT LESS. EVERYBODY HELPS TO DO THAT. I HAVE GIVEN OUT ASSIGNMENTS ON THE COMMITTEE AND WILL BE GIVING OUT MORE. BUT IF YOU KNOW ANYBODY WHO WOULD LIKE TO MAKE A DONATION TO THE COMMISSION, EITHER SOMETHING WE CAN AUCTION OFF, OR THEY HAVE A BUSINESS AND THEY HAVE PENS WE CAN PUT IN OUR GIFT BAG, SOMETHING WE CAN AUCTION OFF. ANYBODY THAT KNOWS ANYBODY IN THE MEDIA, TV SHOW OR WORKED ON A MOVIE, SEE IF YOU CAN GET THEM TO AUTOGRAPH A SCRIPT FOR US. THOSE ARE GOOD AUCTION ITEMS. PEOPLE LIKE THAT KIND OF MEMORABILIA.

ANY QUESTIONS?

COMMISSIONER WRIGHT: I DO, MADAM CHAIR. I KNOW AT THE LAST EVENT – I'M SORRY – WE ADDRESSED SOME CHALLENGES AND ISSUES. HAVE THEY EITHER BEEN RESOLVED WITH ASSIGNMENTS OR SOME TYPE –

PRESIDENT NEAL: I DON'T THINK ANY OF THEM ARE REAL ISSUES ANYMORE. WHY I MENTIONED WE HAVE NEW STAFF THAT I FEEL KNOWS THE COMMISSION A LITTLE BIT BETTER, AND IT WILL BE A LOT EASIER TO GET EVERYTHING DONE. AT THE EVENTS COMMITTEE WE HAD EVERYBODY. ALL THE STAFF, ALL OF THE NEW STAFF, AND INCLUDING THE CHIEF AND TWO ASSISTANTS. SO I AM NOT CONCERNED ABOUT THAT ANYMORE. BUT IF SOMETHING HAPPENS, BELIEVE ME, I WILL BRING IT UP AGAIN. BUT THANK YOU FOR ASKING THAT QUESTION. I THINK IT'S GOING TO BE SMOOTH RUNNING OUT.

AND I WANT TO ALSO SAY THAT THEY ASKED ME IF WE WOULD BE OPEN TO DOING SOME ADDITIONAL THINGS TO RAISE MONEY, WHICH I AM OPEN TO. AND I THINK IT WOULD BE HELPFUL TO THE PROGRAMS WE ARE TRYING TO DO TO DO SOME OTHER VENUES OR LOOK AT SOME OTHER THINGS FOR RAISING MONEY.

ANYBODY ELSE HAVE ANY OTHER QUESTIONS ABOUT THE EVENT?

SO MOVE ON TO MISS WENDY.

COMMISSIONER WELT: I HAD A GREAT MEETING TODAY WITH MYSELF. THE PUBLIC WAS HERE FOR ME. I HAD A SPEAKER ON MY FIRST MEETING, YAY FOR PUBLIC AND SOCIAL SERVICES. AND I WANTED TO INTRODUCE HIM SO THAT WAY HE DIDN'T JUST COME SEE ME.

THIS IS MR. YARROLL.

AND I WANT YOU TO COME UP AND TELL THEM WHY YOU CAME, SO YOU HAVE AN AUDIENCE TODAY. JUST REAL QUICK.

PRESIDENT NEAL: EVERYBODY REMEMBER HIM? I MEAN YOU SEE HIM AT OUR LUNCHEON EVERY YEAR. YOU REMEMBER HIM?

THANK YOU SO MUCH FOR COMING TODAY.

COMMISSIONER WELT: WE APPRECIATE YOU COMING. THANK YOU.

REV. WILLIAM YARROLL: THIS IS A THREE-MINUTE THING? TELL ME IF I AM TALKING TOO MUCH.

MY NAME IS WILLIAM YARROLL, THE EXECUTIVE DIRECTOR OF "GOT KIDS?" CHARITY. AND THE REASON I CAME FOR WENDY TODAY AND STILL HERE, I HAVE WRITTEN LEGISLATION TO HELP WITH LIFE SUSTAINING MEDICAL TREATMENT. I DIDN'T THINK THIS WAS AN ISSUE UNTIL NOVEMBER OF 2011. WE GOT A LITTLE EIGHT-YEAR-OLD GIRL NAMED CHEROKEE, AND SHE HAD CARDIAC MYOPATHY. SHE WAS ON A HEART TRANSPLANT LIST. DOCTORS HAD TO TAKE HER OFF A LIST. WHY WOULD THAT BE? "LAST TIME SHE WAS HERE SHE WAS LIVING IN A HOUSE AND NOW SHE'S AT A MOTEL ROOM."

SHE DIED JULY 1 2012.

AND THEN I STARTED LOOKING AROUND AMERICA TO SEE HOW MUCH THIS IS A PROBLEM. IT'S A PROBLEM IN STILL 48 STATES. NOW HAVE A LAW PASSED IN NEW JERSEY, ONE IN PENNSYLVANIA, 48 TO GO. AND SO I AM ASKING – CAN I ASK? I AM ASKING FOR THE COMMISSION'S ENDORSEMENT ON THIS LAW. I HAVE A COPY OF IT WITH ME.

COMMISSIONER WELT: THE STAFF HAS IT SO THEY CAN PASS IT OUT.

PRESIDENT NEAL: I WOULD LIKE TO MAKE A COMMENT. YOU KNOW I NEVER STOP TALKING.

I WANT TO SAY THANK YOU SO MUCH FOR DOING THIS BECAUSE I THINK IT'S REALLY NEEDED. AND THERE ARE LOTS OF KIDS OUT THERE THAT ARE NOT GETTING WHAT THEY NEED TO HAVE, AND I THINK THAT THAT SHOULD BE THE TOP THING. WHERE YOU LIVE, WHAT YOU LOOK LIKE, ALL THESE OTHER THINGS THAT THEY USE TO DISQUALIFY PEOPLE FROM GETTING THE NECESSARY TREATMENT, YOU KNOW,

WHATEVER IT IS THAT YOU THINK THAT I CAN DO TO HELP WITH THIS, I WOULD LIKE TO.

REV. WILLIAM YARROLL: I HEAR THERE IS A RADIO SHOW.

PRESIDENT NEAL: WHAT A NOVEL CONCEPT. YEAH, I THINK THAT WOULD WORK.

AS A KID THAT DID NOT GET ALL THE TREATMENT THAT I WAS SUPPOSED TO HAVE BECAUSE I WAS NOT DIAGNOSED. AND WHEN I WAS DIAGNOSED WITH SOMETHING I WAS MISDIAGNOSED. IT WAS ALL WRONG. AS AN ADULT IT WAS WAY TOO LATE TO GET ALL THE THINGS I SHOULD HAVE. SO I SUPPORT WHAT YOU HAVE 100%.

REV. WILLIAM YARROLL: IN THE STATES IT'S NOW LAW, IT WAS PASSED WITH 100%. ZERO COST TO THE STATE OF CALIFORNIA.

THE DOCTORS WHO ARE CURRENTLY HAVING TO MAKE THE DECISIONS ABOUT WHETHER THE FAMILY HAS A PROPER INCOME OR WHERE THEY LIVE AND SO ON, THE DOCTORS THEMSELVES WOULD LIKE TO GET OUT OF THIS, A GUIDELINE NOW, NOT A LAW YET. THEY WOULD LIKE TO GET OUT OF THIS GUIDELINE, THAT'S THE LAW ITSELF.

COMMISSIONER TERAN: WHAT ABOUT NOW WE HAVE THIS SO-CALLED OBAMACARE. WOULDN'T THAT BE HELPFUL?

REV. WILLIAM YARROLL: I THOUGHT IT WOULD. OUR LEGAL STAFF WENT THROUGH THE ENTIRE AFFORDABLE CARE THING, AND THIS STILL STAYS IN PLACE AS A GUIDELINE. THERE ARE NO LAWS, UNFORTUNATELY. THERE IS NO LAW YET. AND THE REASON I AM DOING IT STATE BY STATE, MUCH EASIER THAN TRYING TO DO THE UNITED STATES CONGRESS ONE FELL SWOOP.

PRESIDENT NEAL: AND ANOTHER THING IS THAT HERE IN CALIFORNIA YOU CAN GET STUCK WITH MEDI-CAL AND L.A. CARES AND HEALTHNET AND ALL THESE OTHER THINGS, AND IT WOULD TAKE YOU PROBABLY THE REST OF THIS CHILD'S LIFE TO GET THAT APPROVAL.

I THINK THERE WAS A BIG CASE NOT TOO LONG AGO WITH KAISER, A CHILD NEEDED A KIDNEY, AND AT FIRST THEY SAID SHE COULD HAVE IT AND THEN SAID SHE COULDN'T HAVE IT. THEN SHE WAS TOO SICK, AND THERE WAS -- SO --

REV. WILLIAM YARROLL: YES.

COMMISSIONER COLLEY: FIRST OFF, THE CASE YOU MENTIONED KAISER. THAT'S AN ARISTA CASE, EMPLOYMENT RETIREMENT, INSURANCE SECURITY LAW. IT'S A FEDERAL LAW THE STATES CANNOT PREEMPT, UNFORTUNATELY. SO BECAUSE YOU ARE LOOKING STATE-BY-STATE, CAN YOU TELL US MORE ABOUT THE LEGAL FRAMEWORK THEY THEY NEEDED TO TAKE HER OFF THE LIST? I DIDN'T REALLY CATCH IT.

REV. WILLIAM YARROLL: REAL SIMPLE. THE DENVER CHILDREN'S HOSPITAL HAS AS THEIR GUIDELINES, IF YOU GO TO THEIR WEBSITE, TYPE UP LSMT, FOR LIFE SUSTAINING MEDICAL TREATMENT GUIDELINES. IN THOSE GUIDELINES YOU SEE THE DOCTOR IS REQUIRED TO MAKE ALL DECISIONS CONCERNING THAT PATIENT; THAT



IS TO INCLUDE THE INCOME OF THE PARENTS, WHERE THE CHILD IS LIVING, ALL THOSE THINGS. THE GUIDELINES WERE SET UP BECAUSE THERE WAS NOT MUCH ORGAN TRANSPLANT STUFF GOING ON BACK THEN. I TALKED TO THE AMERICAN PEDIATRICS (INAUDIBLE) IN CHICAGO. THEY SAID "YOU ARE RIGHT WE NEED TO HAVE A LAW IN PLACE SAYING THE DOCTOR WILL TAKE PLACE OF THE MEDICAL ISSUES" AND THAT'S THE LEGISLATION I WROTE. AND EVERYTHING ELSE SUCH AS FINANCIAL, WHERE THEY LIVE, AND ALL THAT CAN BE TAKEN CARE OF BY OTHER CHARITIES AND OTHER ENTITIES. DOCTOR WILL HAVE RELIEF FROM THAT.

COMMISSIONER COLLEY: I DIDN'T UNDERSTAND YOU WERE TOLD -- THE DOCTOR TOLD YOU HE HAD TO TAKE --

REV. WILLIAM YARROLL: YES, BY GUIDELINES. THE DOCTORS AT DENVER CHILDREN'S HOSPITAL, THE TWO CARDIOLOGISTS. THEY WERE CORRECT, BY THE WAY. SAID ACCORDING TO HOSPITAL GUIDELINES, BECAUSE THE PICKUP PLACE ON THE AMBULANCE REPORT WAS A MOTEL, WHERE THE CHILD WAS LIVING, NOT A HOME SUCH AS APARTMENT OR HOUSE, THEY WOULD HAVE TO REMOVE HER TEMPORARILY FROM THE HEART TRANSPLANT LIST UNTIL THE TIME WE COULD GET FULL HOUSING FOR THEM. OUR CHARITY WAS ABLE TO GET FULL HOUSING LATE MAY, AND JULY 1, 2012, SHE WAS PLAYING OUTSIDE HER HOME, FELL DOWN, AND GOT TO THE HOSPITAL, AND SHE WAS NOT ON THE LIST. THAT WAS CHEROKEE ROSE'S LAST DAY.

>> GENEVIEVE CLAVREUL: WHEN YOU COME TO ANY KIND OF TRANSPLANT, NOT THE PHYSICIAN ALONE BUT A GROUP, WEIGHING THE PRO AND CON. THE REASON THE LODGING IS IMPORTANT, THE TREATMENT NECESSARY FOR AFTER THE TRANSPLANT. THE RESIDENCE IS VERY IMPORTANT, NOT BECAUSE IT'S RICH OR POOR BUT THE KIND OF SUPPORT THAT CHILD WOULD HAVE AFTER THE TRANSPLANT. SO I THINK TO REMOVE THAT CRITERIA IS NOT GOOD FOR THE BENEFIT OF THE CHILD. I REALLY DON'T.

REV. WILLIAM YARROLL: IN OUR DISCUSSIONS WITH THE DOCTORS AND HOSPITALS ON THAT ISSUE, THEY WOULD PREFER A CHARITY SUCH AS OURS, GOT KIDS? THE FIRST PEOPLE, NOW PUTTING PEOPLE ALL THE TIME INTO PROPER HOUSING THAT THEY WOULD PREFER WE HAVE THAT BURDEN, NOT THE DOCTOR WHO IS FAMILIAR WITH THE CASE ON A LONG-TERM BASIS. THEY FIGURED CHARITIES SUCH AS OURS WOULD TAKE CARE OF IT FOR THEM.

>> MR. KITSON: SHE WAS ON THE TRANSPLANT LIST. AND AS HER MOTHER PURCHASED MEDICATION THEY FOUND A LOT OF MEDICATION, HALF THE MEDICATION THE MOTHER COULDN'T AFFORD. AS A RESULT THEY LOST THEIR ORIGINAL HOUSE, DOWNSIZED TO BUY THE MEDICATION. BY MOVING INTO THAT MOTEL SHE WAS TAKEN OFF THE LIST. WHEREAS RESIDENCE ADDRESS CHANGED EVERYTHING.

PRESIDENT NEAL: THANK YOU VERY MUCH. I AM INTERESTED TO KNOW HOW THIS GOES, AND I WANT TO BLOCK OUT SOME TIME FOR ON THE STATION. SO WE WILL DO THAT. THANK YOU.

ANYTHING ELSE? WENDY?

COMMISSIONER WELT: OUR MEETING WENT WELL. I AM HOPING TO DO A MEETING QUARTERLY SO THE NEXT ONE WILL BE IN JUNE, LIKE EVERY THREE MONTHS, UNLESS I GET MORE INFORMATION FROM THE PUBLIC. ONCE I SEE THE NEED I WILL DO MONTHLY MEETINGS, BUT RIGHT NOW I THINK EVERY THREE MONTHS IS GOOD.

PRESIDENT NEAL: THAT'S FINE. I HAVE A REFERRAL FOR YOU FROM THE CITY DEPARTMENT ON DISABILITY. AND IT IS A LADY THAT HAS LOST HER HOUSING, WITH A DISABILITY, AND I WILL GIVE YOU THE DETAILS. THIS JUST HAPPENED. SUDDENLY. SO I'VE BEEN TRYING TO HELP HER SINCE FRIDAY. I WILL GIVE YOU THAT INFORMATION. THANK YOU.

TRANSPORTATION. WE IDENTIFIED SOME SPECIFICS ON TRANSPORTATION THAT WE WANTED TO WORK ON, WHICH IS -- AND I KNOW THIS WILL MAKE SOME OF YOU VERY, VERY HAPPY -- LEVEL SIDEWALKS, CURB CUTS, BLUE CURBS, AND ENFORCEMENT.  
[APPLAUSE]

I THOUGHT THAT WOULD MAKE YOU GUYS HAPPY. I KNOW IT'S SOMETHING WE'VE BEEN TALKING ABOUT, BUT I THINK IT'S TIME -- AND GASOLINE TOO. TALKING WITH THE PRESIDENT OF THE STATE ACCESS COMMISSION, WITH A SURVEY, MOST OF THE COMPLAINTS ARE NOT ABOUT PARATRANSIT, NOT ABOUT THE BUS, NOT ABOUT THE TRAIN; IT'S GASOLINE REFUELING AND PARKING. SO I THINK THAT WE NEED TO DEAL WITH THOSE ISSUES A LITTLE BIT MORE.

THE COUNTY HAS A VERY --CAN'T THINK OF A POLITE WORD TO USE -- I WILL SAY "INCONSISTENT" POLICY ON INSTALLATION OF BLUE CURBS. THEY'VE HAD ENOUGH TIME. WHEN THEY WERE HERE BEFORE WE ASKED THEM TO DEVELOP POLICY, AND THEY HAVE NOT COME BACK. I THINK IT'S TIME TO HAVE THEM COME BACK. THEY ARE VERY INCONSISTENT ABOUT WHAT IT IS YOU HAVE TO DO TO GET THE BLUE CURB. I KNOW THE CITY OF LOS ANGELES SAID THEY CAN'T BECAUSE IT'S TOO EXPENSIVE. I AM NOT BUYING IT. IF YOU PUT THE BLUE CURB IN AND SOMEBODY PARKS THERE WITHOUT A PLACARD, IT PAYS FOR ITSELF.

I ALSO THINK YOU CAN RAISE THE PARKING FINE; THAT PAYS FOR YOUR LEVEL SIDEWALK, YOUR CURB CUTS. I KNOW IT'S BECOME UNPOPULAR TO DO THAT, AND I KNOW THERE IS A TENDENCY TO WANT TO PUT THAT MONEY INTO THE GENERAL FUND, BUT THAT'S NOT WHERE IT GOES; GOES TO SIDEWALKS AND CURB CUTS AND PARKING ENFORCEMENT.

AND ALSO ON THE GASOLINE REFUELING, THESE THINGS I AM TALKING ABOUT ARE UNFUNDED MANDATES, SO NO BUDGET LINE ITEM



ON ANY OF THESE THINGS. SO I THINK IT'S TIME TO DO SOMETHING ABOUT THIS.

COMMENT? QUESTIONS?

COMMISSIONER TERAN: MADAM CHAIR, I THINK THAT'S GREAT, BUT THINK OF OUR SO-CALLED "BUDGET." THE CITY OF L.A. IS SUPPOSEDLY, ACCORDING TO THE ELECTED OFFICIALS, THEY DON'T HAVE ENOUGH FUNDING FOR "BLAH, BLAH, BLAH," WHATEVER. EVERYTHING IS PRIORITIZED, SO FOR THEM THIS IS PROBABLY WAY, WAY ON THE (INAUDIBLE) AND ALSO WHAT YOU SAY IT WOULD BE GREAT IF THERE WERE ENOUGH OFFICERS TO GO AROUND CHECKING WHO IS PARKING IN THE WRONG SPOT.

PRESIDENT NEAL: THEY HAVE A WHOLE DIVISION OF PARKING AND THAT'S ALL THEY DO. THE CITY HAS PRIORITIZED THIS ISSUE WITHIN THE CITY. SO I JUST WANT TO BE CONSISTENT WITH WHAT EVERYBODY ELSE IS DOING, BECAUSE IT'S AN ACTIVE ISSUE.

COMMISSIONER TERAN: NOT I AM IN FAVOR OF THAT. BUT I SEE, AND YOU PROBABLY DO, PEOPLE WHO SHOULDN'T BE PARKED IN THE BLUE. I STOPPED TALKING TO THEM BECAUSE THEY DON'T CARE.

PRESIDENT NEAL: IT'S DIFFERENT IN THE COUNTY. IN THE CITY THEY HAVE PARKING ENFORCEMENT AND THAT'S ALL THEY DO. YOU CALL THEM UP AND THEY GO WRITE THAT TICKET. IT'S THE COUNTY THAT DOES IT. WE TALKED ABOUT THIS BEFORE, WHERE WE WANTED TO GO AND BE TRAINED SO WE CAN DO – THEY DON'T WANT US TO DO THAT. WELL, THEN YOU DO IT. SO I THINK WE NEED TO WORK ON THAT, SO.

YES?

AUDIENCE MEMBER: EVEN THOUGH YOU ARE SAYING THE COUNTY (INAUDIBLE) WHEN THEY HAD THE MAYORAL ELECTION IN LOS ANGELES, KEVIN JAMES WAS SAYING THAT THEY HAVE MONEY, YOU KNOW, TO FIX THE ROADS, TO DO EVERYTHING. THEY DON'T WANT TO DO ANYTHING WITH THAT MONEY. AND IF THEY DON'T WANT TO DO ANYTHING WITH THE MONEY IN THE CITY OF LOS ANGELES, THEY DON'T WANT TO DO ANYTHING WITH THE MONEY WITH THE COUNTY OF LOS ANGELES. AND KEVIN JAMES WAS ALSO RAISING HELL ABOUT (INAUDIBLE) TICKETS.

PRESIDENT NEAL: YOU ARE SAYING SOMETHING I ALREADY SAID.

AUDIENCE MEMBER: PARK TICKETS AND AT THE SAME TIME THEY WOULD RATHER WRITE OUT HIGH PARKING TICKETS RATHER THAN FIX ANYTHING.

>> GENEVIEVE CLAVREUL: I APPRECIATE YOU POINTING THE ACCOUNTABILITY ENFORCING THE RULE. I THINK WE ALL SHOULD PARTICIPATE IN THAT. I KNOW MYSELF WHEN I CALL THE POLICE THEY HAVE COME. SOMETIMES, NOT ALWAYS. BUT I THINK THAT'S WHAT YOU HAVE TO DO. RIGHT NOW MY BIG ISSUE IS PCC, THEY HAVE A PARKING LOT, BLOCKING AT LEAST EIGHT HANDICAPPED PARKING ALL THE TIME WITH A TRUCK ACROSS AND EQUIPMENT. I HAVE

COMPLAINED REPEATEDLY TO THE PASADENA CITY COUNCIL. I HAVE SHOWN PICTURES. AND IT'S NOT ENFORCED AT ALL. I WILL GO EVERY WEEK.

PRESIDENT NEAL: I WILL TAKE THAT. GIVE ME THE INFORMATION.

>> GENEVIEVE CLAVREUL: I WILL GIVE YOU THE PICTURES.

PRESIDENT NEAL: IN THE CITY OF LOS ANGELES, ANY VEHICLE, TRUCK, MERCHANDISE FROM A VENDOR, WHATEVER, THAT'S IN THE BLUE STRIPED PART OR THE HANDICAPPED PART HAS TO BE REPORTED TO THE BUILDING DEPARTMENT TO GET ANYTHING DONE. NOT PARKING ENFORCEMENT. IT'S NOT CLEAR WHO YOU NEED TO TALK TO IN ORDER TO GET IT DONE. WE WILL WORK ON THOSE THINGS AND I APPRECIATE EVERYBODY'S HELP.

DANIEL GARCIA: I HAVE A COMMENT.

PRESIDENT NEAL: ONE SECOND, PLEASE. OKAY.

ALSO I REPORTED THAT THE – I THINK THE ISSUE I MENTIONED EARLIER IS NOW ON (INAUDIBLE) THE NEXT SHOW WILL BE ON MISS WHEELCHAIR UNIVERSE.

DANIEL GARCIA: I AM REALLY HOPING THAT THE COMMISSIONERS MAKE A... ON THIS ISSUE ABOUT LICENSE TO KILL PEOPLE WITH HANDICAPS. IT'S NOT – WHENEVER YOU... SOMETHING, YOU TAKE AWAY SOMEBODY ELSE'S LIFE, THAT'S A LICENSE TO KILL BY (INAUDIBLE).

PRESIDENT NEAL: THAT'S NOT TRANSPORTATION.

DANIEL GARCIA: THAT'S EVERY – I AM NOT TALKING ABOUT... NOT TALKING ABOUT THAT PARTICULAR LAW... ALSO I WANT TO FOCUS ON COMMISSION CAN ASK TO WORK ON ISSUES THAT HAVE BEEN... BUT ALSO TOO, THEY CAN ALSO WORK ON ISSUES LIKE SIDEWALKS. SIDEWALKS ARE CRUCIAL FOR LIFE AND BLOOD. I THINK WE CAN DO – WE CAN SOLVE THIS PROBLEM BY ASKING FOR... ISSUES ARE SIDEWALKS, TO BE FIXED IN THE COUNTY OF LA, AND THAT WAY ALL PEOPLE WILL BE IN FAVOR OF THIS MORE... JOB. THANK YOU VERY MUCH.

PRESIDENT NEAL: THAT CONCLUDES ALL OF OUR COMMITTEE REPORTS. AND I WANT TO THANK THE COMMITTEE CHAIRS FOR WORKING TOWARDS GETTING THIS TOGETHER.

AND NOW, THE MONTHLY STAFF REPORT BY EMMA DEJESUS.

EMMA DEJESUS: THANK YOU COMMISSIONER. I WAS REMINDED TODAY BY COMMISSIONER COLLEY, IF YOU HAVEN'T DONE SO, PLEASE SUBMIT YOUR 700 FORMS FOR YOUR STATEMENT OF ECONOMIC INTEREST, AS COMMISSIONERS ARE REQUIRED TO SUBMIT THIS FORM. IF YOU HAVEN'T PRIOR, SPEAK TO ME AFTER THE MEETING AND I CAN WALK YOU THROUGH THE PROCESS. ADDITIONALLY, THE MANDATORY TRAINING FOR COMMISSIONERS, THEY ARE AVAILABLE ON LINE AND THEY HAVE TO BE COMPLETED BY THE END OF THE MONTH. SO IF YOU DO NOT HAVE ACCESS TO A COMPUTER, CONTACT ME. YOU CAN COME TO THE HALL OF ADMINISTRATION AND UTILIZE THE COMPUTERS WE

HAVE HERE. WE UNDERSTAND THAT SOME COMPUTERS IN YOUR (INAUDIBLE) OFFICES HAVE HIGHER SECURITY OR YOU HAVE A LOWER CAPACITY COMPUTER. IF YOU DON'T HAVE ACCESS, WE CAN PROVIDE YOU ACCESS TO THAT COMPUTER AND TO THE TRAINING ITSELF. EVERYONE HAS TO BE APPROVED; HAVE TO TAKE THE TRAINING.

COMMISSIONER JAMES: WHAT IF YOU HAD THE TRAINING AT YOUR JOB? WE HAVE BEEN TRAINED AT THE COLLEGE.

EMMA DEJESUS: YOU STILL HAVE TO COMPLETE THE ONE THAT IS REQUIRED BY THE COUNTY OF LOS ANGELES.

WENDY WELT: IT'S ACTUALLY TAILORED AS A COMMISSIONER AS STAFF HERE. IT'S PERSONALIZED TO WHAT WE DO HERE. I DID IT. IT'S NOT THAT BAD. TAKES ABOUT AN HOUR OR SO. THEY SAY TWO HOURS. BUT YOU WILL GET THROUGH IT.

PRESIDENT NEAL: SOMEONE TOLD ME TOOK THEM FIVE HOURS TO DO IT.

COMMISSIONER WELT: WHAT? TOOK AN HOUR, HOUR AND A HALF. IT READS TO YOU WHILE YOU ARE DOING IT. YOU WANT IT TO STOP TALKING, SO YOU ACTUALLY HAVE TO LISTEN TO IT.

PRESIDENT NEAL: IS THIS SOME TRAINING WE ALREADY HAVE OR HAVE TO DO ANNUALLY?

EMMA DEJESUS: AS COMMISSIONERS THIS IS ONE OF THOSE MANDATORY TRAININGS THAT YOU MUST COMPLETE. ONE IS ANNUALLY, THE OTHER IS BIANNUALLY, BECAUSE OF THE FACT THAT THEY HAVE BEEN UPGRADING THE PROGRAM AND THE TRAINING IN ITSELF; THAT'S WHY SOME OF YOU HAVEN'T TAKEN IT IN A WHILE, BECAUSE IT WASN'T COMPLETED. THEY WANTED TO COMPLETE THE WHOLE THING WITHIN THE COMPUTERS.

COMMISSIONER WELT: I THOUGHT IT WAS BETTER. BEFORE I HAD TO COME AND DO THE TRAINING. WE LUCKED OUT WITH THE INTERNET, SO --

COMMISSIONER COLLEY: ONE OF THESE IS THE AB 1234, IF WE COMPLETED THAT ANY ONE AB 1234 ALLOWS, AND I GUESS THE SEXUAL HARASSMENT, THE COUNTY WANTED THAT BECAUSE THEY ARE LEGALLY ON THE HOOK FOR OUR BEHAVIOR. I WOULD EXPECT THEM TO WANT US TO DO THEIR TRAINING. BUT THE 1234 IS THE STATE REQUIREMENT. I JUST NEED YOU TO DOCUMENT ON THAT.

EMMA DEJESUS: THANK YOU. THAT'S IT FOR NOW.

COMMISSIONER COLLEY: THE 700 IS REQUIRED BY APRIL 1 AS WELL. SO -- PRESIDENT NEAL: THANK YOU.

LET'S MOVE ON TO ITEM #10. REPORT BY ACCESS SERVICES, INCORPORATED, MONTHLY BOARD MEETING BY 2<sup>ND</sup> VICE-PRESIDENT JOHN TROOST.

COMMISSIONER TROOST: I ASKED WENDY TO READ IT FOR ME.

COMMISSIONER WELT: THANK YOU, COMMISSIONER TROOST. I APPRECIATE IT.

(READING) MARCH 10, THE CITIZEN'S ADVISORY COMMITTEE REPORT:

IN FEBRUARY THERE WAS NO BOARD OF DIRECTORS MEETING HELD, BUT AS A MEMBER OF THE BOARD, IT WAS MY TURN TO VISIT THE CAC MEETING, WHICH STANDS FOR THE CITIZEN'S ADVISORY COMMITTEE. THE FIRST ITEM ON THE AGENDA WAS PUBLIC COMMENT. MOST OF THE COMMENTS WERE RELATED TO SERVICE DOG ISSUES; ROOMINESS IN VEHICLES TO ACCOMMODATE SPACE FOR ANIMALS; FLOOR PROTECTORS FOR SERVICE ANIMALS FOR PROTECTION FROM ROAD HEAT; AND DRIVERS SHOULD NOT ATTEMPT TO GIVE COMMANDS TO SERVICE ANIMALS.

THERE WERE SEVERAL OTHER COMMENTS REGARDING THE SIZE OF NEWLY-PURCHASED VEHICLES. FORMER LACCOD COMMISSIONER HUGH HALLENBERG RAISED THE ISSUE THAT HE WAS REALLY HAVING A HARD TIME OBTAINING AN APPROPRIATE TIME FROM THE CALL CENTER. HE WOULD ASK FOR A TIME APPROPRIATE FOR HIS NEEDS AND RECEIVE A TIME MUCH EARLIER, ONE TO TWO AND A HALF HOURS OR LATER THAN HIS REQUEST, WHICH WOULD CAUSE HIM TO BE LATE FOR APPOINTMENTS.

MY REPORT FROM THE BOARD WAS THE NEXT TOPIC ON THE AGENDA. BECAUSE OF NOT MEETING IN FEBRUARY MY REPORT WAS VERY SHORT. HOWEVER, I REMINDED EVERYONE OF THE ACCESS ANNUAL MEETING WHICH WILL BE HELD NEXT WEDNESDAY, MARCH 26 FROM 11:30 TO 1:30 AT THE CALIFORNIA ENDOWMENT CENTER IN THE YOSEMITE ROOM.

IF ANYONE HERE WISHES TO ATTEND PLEASE CONTACT, ARACELI CAMUY, PHONE NUMBER 213-270-6032.

MR. JEWELL DISCUSSED CHANGES THAT WERE BEING MADE TO THE TAP CARD WHICH ARE IN PROCESS TO INCREASE THE FONT SIZE ON THE FRONT AND BACK OF THE CARD AND TO REMOVE THE VISA LOGO.

LAST ITEM ON THE AGENDA WAS THE MTA PROPOSAL TO REQUIRE A TAP CARD FOR THE PCA AS WELL AS THE RIDER WITH THE DISABILITY, WHICH WAS IN STRONG OPPOSITION OF EVERYONE IN THE ROOM BECAUSE OF MULTIPLE PCA'S USED BY MOST PEOPLE WITH DISABILITIES. THE EXPENSE OF THESE CARDS WOULD ADD A BURDEN ON THE INDIVIDUAL WITH THE DISABILITY. HAPPY TO SEE IT ON OUR AGENDA THIS AFTERNOON.

MARCH 17, BOARD OF DIRECTORS' REPORT: THE BOARD MEETING WAS HELD ON MONDAY, THEREFORE THERE WASN'T ENOUGH TIME FOR EMMA TO ATTACH IT TO THE AGENDA FOR TODAY'S MEETING.

ITEM #4. THIS MONTH'S SUPERIOR SERVICE AWARD TO RICHARD CABRERA WHO WORKS IN THE ANTELOPE VALLEY MAINTENANCE YARD.

ITEM 6 WAS A REPORT FROM THE CHAIRMAN OF THE CAC, MICHAEL ARRIGO, WHO IS AN EX-OFFICIO MEMBER OF THE BOARD.

#7. A RIDER WITH FIBROMYALGIA WAS HAVING TROUBLE GETTING REINSTATED AS AN ACCESS SERVICE RIDER BECAUSE OF HER CHANGED LIVING SITUATION AND LIVING OUTSIDE OF ACCESS'S BY LESS THAN A BLOCK.

ITEM 9 WAS AN ITEM TO EXTEND THE ELIGIBILITY CONTRACT WITH THE CARE EVALUATORS, THE TEAM THAT WORKS WITH ACCESS AND CERTIFIES THE ELIGIBILITY OF RIDERS AND MARKS MOBILITY DEVICES TO ASSIST VAN DRIVERS WITH TIE-DOWN ISSUES.

10 AND 12, METRO REVIEW: ANOTHER COMPANY WAS BROUGHT IN TO CONDUCT A RIDER SURVEY TO GET A CLEARER PICTURE OF RIDERS' OPINIONS REGARDING RIDER SATISFACTION.

MARCH 18, PARATRANSIT RIDERS COALITION REPORT: YESTERDAY I TOOK TIME TO BE A PART OF THE PARATRANSIT RIDERS COALITION, WHICH TOOK PLACE IN GOOGLE HANGOUT. ONE TOPIC WHICH REALLY GLARED OUT AT ME WAS THAT RIDERS WERE COMPLAINING ABOUT THEIR SAFETY. SEEMS THAT DRIVERS ARE ARRIVING FOR PICKUPS ONLY TO FIND THAT THE TIE-DOWNS WERE UNSAFE TO USE, THEN HAVING TO CALL FOR A REPLACEMENT VAN TO COMPLETE THE PICKUP, THUS CAUSING THE RIDER TO BE LATE TO THEIR DESTINATION WAITING FOR THE SECOND VAN. ALSO HEARD OF COUPLE INSTANCES WHERE A TIE-DOWN BROKE WHILE IN TRANSIT.

ANOTHER COMPLAINT WAS NEW VANS JUST PURCHASED ONLY ACCOMMODATE ONE ELECTRIC WHEELCHAIR.

COMMISSIONER WELT: THANK YOU.

PRESIDENT NEAL: I AM A LITTLE CONCERNED ABOUT THE ISSUE YOU PUT IN THE REPORT ABOUT THE FIBROMYALGIA. THAT'S ONE OF THE REASONS WHY -- I THINK I WILL SAVE THIS FOR MR. BURNS.

THANK YOU, JOHN.

ANYBODY ELSE HAVE COMMENTS OR QUESTIONS?

COMMISSIONER WELT: I AM KIND OF CONFUSED. THE TIE-DOWNS, I THOUGHT YOU THEY WERE THE LOOP-DI-LOOP ONES.

COMMISSIONER TROOST: (INAUDIBLE) TIE-DOWN TO THE FLOOR.

COMMISSIONER WELT: BUT ISN'T THAT THE ONE -- MAYBE MR. BURNS CAN CLARIFY -- DON'T THEY STRAP IN A LOOP ALL THE WAY AROUND AND HOOK AND THEN YOU CRANK IT TO TIGHTEN IT DOWN?

SO WHAT OTHER TIE-DOWNS WERE YOU TALKING ABOUT, COMMISSIONER TROOST, THAT THEY NEEDED A DIFFERENT TIE-DOWN?

LOUIS BURNS: I WILL LOOK AT THE DIFFERENT TYPES THAT WE HAVE.

COMMISSIONER WELT: YOU DON'T JUST HAVE ONE?

LOUIS BURNS: THEY MAY HAVE AN ALTERNATE ONE THAT WORKS JUST AS WELL, MAY HAVE DIFFERENT FEATURES TOO, BUT BOTH SAFE FOR TRAVEL.

COMMISSIONER COLLEY: UNLESS THEY BREAK.

LOUIS BURNS: THEY SHOULDN'T BREAK.

COMMISSIONER TROOST: I AM TALKING ABOUT THE BELTS IN THE VANS.

LOUIS BURNS: SECUREMENT BELT?

COMMISSIONER TROOST: SECUREMENT BELT.

LOUIS BURNS: SOUNDS LIKE AN ANOMALY WE NEED TO LOOK INTO. IT'S THE PART THAT ATTACHES TO THE VEHICLE, THAT REACHES OUT TO THE WHEELCHAIR. IS THAT WHAT YOU ARE REFERRING TO? I WILL CHECK IT OUT.

COMMISSIONER TROOST: LIKE A SEATBELT.

LOUIS BURNS: FIRST I'VE HEARD OF THAT OCCURRING.

COMMISSIONER TERAN: WHAT ABOUT THE FIBROMYALGIA?

PRESIDENT NEAL: THE PERSON HAD FIBROMYALGIA, AND I SUSPECT THAT THERE IS A PROBLEM WITH THE PEOPLE THAT ARE EVALUATING THIS PERSON BECAUSE – [OVERLAPPING SPEAKERS].

COMMISSIONER WELT: SHE MOVED A BLOCK OUT OF THE AREA THEY SERVE.

COMMISSIONER TERAN: I HAVE FIBROMYALGIA, I KNOW WHAT IT IS. FIRST IS WHY IS IT A PROBLEM FOR THIS PERSON?

COMMISSIONER WELT: SHE MOVED ONE BLOCK OUT OF THE SERVICE AREA FOR ACCESS SERVICES.

COMMISSIONER TERAN: THEY WANT THAT PERSON TO WALK THE BLOCK OR THEY JUST WOULDN'T PICK THE PERSON UP BECAUSE IT'S ONE BLOCK AWAY FROM THEIR SERVICE AREA? WHICH IS THE ANSWER?

COMMISSIONER TROOST: I AM NOT SURE, REALLY.

LOUIS BURNS: I WILL ADDRESS THAT.

COMMISSIONER TERAN: CAN YOU PLEASE? BECAUSE IF THE PERSON HAS. I KNOW WHAT IT IS, I HAVE IT. WHY WOULD IT MAKE A DIFFERENCE ONE BLOCK? ESPECIALLY WHEN THE PERSON NEEDS THE SERVICE. THANK YOU.

PRESIDENT NEAL: LET'S GET MR. BURNS ANSWER THIS QUESTION.

COMMISSIONER TERAN: WENDY MENTIONED SOMETHING ABOUT GOOGLE?

COMMISSIONER WELT: I AM JUST THE READER, SWEETHEART. HE PUT THEY MET AT THE "GOOGLE HANGOUT."

SHE WANTS TO KNOW WHAT A GOOGLE HANGOUT IS, COMMISSIONER.

PRESIDENT NEAL: IT'S A BAR.

COMMISSIONER TERAN: YOU WENT TO A BAR? OH, COMMISSIONER TROOST! [LAUGHTER]

PRESIDENT NEAL: JUST KIDDING.

COMMISSIONER TROOST: ON LINE, TELEPHONE CALL, CONFERENCE CALL.

COMMISSIONER WELT: THANK YOU FOR CLARIFYING.



COMMISSIONER TERAN: I THOUGHT IT WAS KIND OF FUN, BUT I DIDN'T KNOW. HERE SHE COMES WITH A THING LIKE THAT. IT COULD BE.

PRESIDENT NEAL: THANK YOU COMMISSIONER TROOST.  
WE HAVE ANY OTHER QUESTIONS?

COMMISSIONER WELT: AWESOME AND THOROUGH REPORT. I AM GLAD WE NOMINATED YOU.

PRESIDENT NEAL: ITEM #10. THAT WOULD BE LOUIS BURNS.

COMMISSIONER WELT: YOU MEAN 11.

PRESIDENT NEAL: 11. YOU ARE RIGHT. THANK YOU.

LOUIS BURNS: GOOD AFTERNOON, PRESIDENT NEAL AND COMMISSIONERS. HOW IS EVERYONE DOING?

PRESIDENT NEAL: HOW WAS YOUR LUNCH?

LOUIS BURNS: JUST, FIBROMYALGIA – I HAVE SEEN THAT WORD SO MANY YEAR AND PRONOUNCED IT, AND NOW I CAN NO LONGER PRONOUNCE IT. I WILL ANSWER THAT QUESTION QUICKLY.

BASICALLY THAT WAS NOT THE ISSUE. IT WAS OUTSIDE OF OUR SERVICE AREA. THAT'S WHY THE SERVICE WAS DISRUPTED.

COMMISSIONER WELT: WERE YOU ABLE TO GIVE HER A REFERRAL TO ANOTHER COMPANY?

LOUIS BURNS: WE DO THAT IN JUST ABOUT EVERY CASE WE COME ACROSS, WE TRY TO GIVE THEM THE CLOSEST.

COMMISSIONER WELT: IS THERE AN INSTANCE WHERE IF SHE AGREED TO WALK A BLOCK INTO YOUR SERVICE AREA?

LOUIS BURNS: AS LONG AS WE CAN PICK HER UP, THAT'S FINE. AS LONG AS SHE'S IN OUR SERVICE AREA WE CAN PICK THEM UP.

COMMISSIONER TERAN: IT'S NOT THE ADDRESS LOCATION. IF THEY WALK THE BLOCK YOU CAN PICK THEM UP AT THE NEXT BLOCK?

LOUIS BURNS: SURE IF THEY GIVE US AN ADDRESS. WORKS SIMILAR TO OUR VISITOR STATUS. ANYONE LIVES OUTSIDE OF LOS ANGELES COUNTY OR EVEN OUTSIDE OF THE STATE OF CALIFORNIA CAN STILL BE AN ACCESS SERVICE CUSTOMER. IF THEY ARE IN OUR SERVICE AREA, WE CAN PICK THEM UP. LET ME KNOW IF I CAN HELP OUT WITH ALTERNATIVES FOR THAT INDIVIDUAL.

COMMISSIONER TERAN: SO CAN BE THE GOOGLE BAR, THEN.

LOUIS BURNS: ONLY IF YOU GET A FREE DRINK. OF WATER.  
OKAY.

THE ABILITIES EXPO. I JUST WANTED TO BRING THAT UP. IT WAS WELL-ATTENDED BY ACCESS. I MISSED YOU, YOU CAME ON SUNDAY.

COMMISSIONER WELT: I CALLED YOU ON YOUR CELL PHONE. MY HUSBAND WAS TEASING YOU. WE ARE AT YOUR BOOTH AND YOU ARE NOT HERE.

LOUIS BURNS: I WAS THERE ON SATURDAY. I BELIEVE THE RAIN PLAYED A MAJOR ROLE IN KEEPING SOME PEOPLE AWAY. OVERALL IT WAS A GREAT EVENT.

I DO WANT TO ASK THE COMMISSION, BECAUSE THIS HAS COME UP BEFORE. I KNOW PRESIDENT NEAL HAS BROUGHT IT UP A FEW TIMES WITH RESPECT TO OUR COMMUNITY MEETINGS. WE MAY HAVE ANOTHER SET OF COMMUNITY MEETINGS IN AUGUST, AND IF YOU CAN COME UP WITH LOCATIONS WITHIN THE CITY OF LOS ANGELES THAT YOU WERE SPEAKING OF, IF YOU CAN FORWARD THAT INFORMATION TO ME, I WILL SEE IF WE CAN INCLUDE ONE OF THOSE LOCATIONS. I AM NOT SURE NOW IF WE ARE GOING TO USE THE SAME PLACES, BUT PERHAPS WE CAN FIND A ROOM TO HAVE ANOTHER ONE OR CHANGE THE LOCATION THAT WILL BE MORE IN FAVOR OF INDIVIDUALS INSIDE THE CITY.

COMMISSIONER TERAN: IN AUGUST?

LOUIS BURNS: IT'S NOT OFFICIAL, BUT THAT'S WHAT WE ARE LOOKING AT.

COMMISSIONER TERAN: YOU NEED A LOCATION AND THEN YOU ASK QUESTIONS.

LOUIS BURNS: LOOKING FOR A LOCATION WE CAN PROPOSE IN THE CITY IN THIS AREA.

COMMISSIONER TERAN: I HAVE ONE OR TWO.

LOUIS BURNS: JUST GIVE ME ONE.

PRESIDENT NEAL: I HAVE ONE. I ALREADY GAVE IT.

LOUIS BURNS: IF YOU KNOW ANYBODY THAT WOULD ALLOW US TO HAVE A MEETING FREE OF CHARGE, THAT WOULD BE HELPFUL TOO. THOUGHT I WOULD PUT THAT OUT THERE.

ALSO WITH RESPECT TO THE SURVEY THAT YOU ALL ARE AWARE OF THAT WAS – ARE BEING DONE BY METRO, WE ARE GOING TO HAVE – UNDERSTAND THAT METRO WILL FOLLOW THAT UP WITH A TOWN HALL MEETING IN EACH OF OUR SERVICE AREAS. I DON'T HAVE THE DATE AND LOCATIONS YET. THEY MAY BE AT THE SAME LOCATIONS WE JUST COMPLETED OUR COMMUNITY MEETINGS, BUT THAT'S UNOFFICIAL. I WILL SHARE THAT INFORMATION WITH YOU IF GIOVANNA DOESN'T. SHE MAY HAVE THAT AS WELL.

ANNUAL LUNCHEON, YOU WERE JUST REMINDED OF. WOULD BE NICE TO SEE ALL OF YOU THERE IF POSSIBLE.

ANY QUESTIONS?

PRESIDENT NEAL: YES.

LOUIS BURNS: OKAY.

PRESIDENT NEAL: THIS SURVEY, YOU GUYS ARE NOT GOING TO BE DOING YOUR OWN SURVEY ANYMORE? ANOTHER AGENCY WILL BE DOING THE SURVEY?

LOUIS BURNS: I CAN'T ANSWER THAT ON A LONG TERM. I KNOW THIS PARTICULAR ONE IS BEING DONE BY METRO.

PRESIDENT NEAL: I THINK THAT'S A GOOD IDEA. SEEMS TO ME HAVING WORKED WITH ACCESS FOR A VERY LONG TIME, WHEN THEY DO SURVEYS THEY ONLY ASK THEIR HAPPY CUSTOMERS WHAT THEY THINK. THEY DON'T REALLY GET ANY OF THE ISSUES WE GET INTO

HERE, THE THINGS THAT THEY KIND OF NEED TO WORK ON A LITTLE BIT.

AND I WANT TO GO BACK TO THIS FIBROMYALGIA ISSUE. I HAVE SAID THIS BEFORE, THOSE OF US WITH HIDDEN DISABILITIES, YOU GO GET EVALUATED AND THEY LOOK AT YOU, YOU LOOK FINE AND THEY'RE DISMISSIVE IN THE REST OF THE PROCESS. MAYBE IT'S ISOLATED. I DON'T KNOW.

THERE SHOULD BE SOME EDUCATION FROM ACCESS SERVICES ON THESE PEOPLE THAT ARE DOING THESE EVALUATIONS. THESE ARE NOT MEDICAL PEOPLE. THEY ARE NOT EXPECTED TO KNOW ABOUT ALL THESE DIFFERENT CONDITIONS, THESE DESIGNER DISEASES AND SO ON, BECAUSE 20 YEARS AGO, NOBODY KNEW ABOUT FIBROMYALGIA. SO THINGS KEEP HAPPENING, COMING UP, SO I JUST THINK LOOKING INTO THE FUTURE, YOU NEED TO – THAT I THINK NEEDS TO BE ADDRESSED. THERE WILL BE SOME PEOPLE, YOU CANNOT LOOK AT THEM. THEY ARE NOT GOING TO HAVE A WHEELCHAIR, NOT GOING TO HAVE A WALKER, NOT GOING TO HAVE A CANE, NOT GOING TO HAVE AN ARTIFICIAL LIMB OR SOMETHING, AND YOU CANNOT SEE WHAT THE DISABILITY IS.

LOUIS BURNS: I KIND OF AGREE, ONE POINT THERE. I REMEMBER BACK WHEN I WORKED AT RTD IN 1975, CAME UP ON THE REDUCED FARE PROGRAM APPLICATION. LOOKED IT UP.

WITH RESPECT TO THE REST OF THE INFORMATION YOU STATED, IT'S NOT CONNECTED TO THE IMPAIRMENT THEY HAVE. THIS IS AN ISSUE OF BEING OUT OF THE SERVICE AREA –

PRESIDENT NEAL: WHY I SEPARATED THIS COMMENT FROM THE OTHER PART OF IT. I AM SAYING THIS IS A SEPARATE ISSUE OF PEOPLE WITH HIDDEN DISABILITIES. MAYBE IT'S GENETIC OR MAYBE YOU CHOOSE TO WEAR A KNEE BRACE INSTEAD OF A CANE AND THEY WON'T SEE THAT.

LOUIS BURNS: I THINK THAT SHOULD BE PART OF THE ONGOING TRAINING FOR THE INDIVIDUALS DOING THE EVALUATIONS. AND EVEN OUR CUSTOMER SERVICE PERSONNEL, JUST SOMETHING YOU CAN'T IDENTIFY A PERSON'S PROBLEM BY THEIR APPEARANCE. WE NEED TO STAY AWAY FROM THAT.

THANK YOU MUCH.

PRESIDENT NEAL: WAIT. YOU DON'T GET OFF THAT EASY. YOU KNOW WE HAVE THESE LITTLE WHITE CARDS HERE, AND DANIEL GARCIA WOULD LIKE TO SAY SOMETHING.

COMMISSIONER TERAN: JUST IN CASE WE DIDN'T KNOW THAT.

LOUIS BURNS: HELLO, DANIEL, HOW'S GARCIA?

DANIEL GARCIA: THANK YOU. IT'S A GOOD QUESTION TO ASK ABOUT EVERYTHING YOU JUST ASKED. SO FAR. IN ADDITION TO ASK THE QUESTION, I THINK WE SHOULD BE ASKING WHAT ARE THEY GOING TO DO ABOUT IT. ALSO I WOULD LIKE – LIKE TO ASK FOR THEM WHAT ARE THEY WORKING ON. BECAUSE THEY ARE... THEY HAVE A CERTAIN

AMOUNT OF... FOR LOBBY AND FOR MAKING SURE THAT THESE PEOPLE ARE BEING SERVED. SO I GUESS I WANT TO KNOW WHAT ARE THEY DOING IN THAT – IN THE DEPARTMENT OF THEIR ADVOCATING FOR PEOPLE WITH DISABILITY AND THEIR CLIENTS. WE NEED BE ASKED. THANK YOU VERY MUCH.

PRESIDENT NEAL: THANK YOU.

I THINK THAT'S IT.

COMMISSIONER TERAN: I THINK YOU ALREADY KIND OF GAVE – TO HIS QUESTION.

PRESIDENT NEAL: THANK YOU.

LOUIS BURNS: THANK YOU.

PRESIDENT NEAL: MOVING ON TO ITEM #12. GIOVANNA. A.D.A. PARATRANSIT PROGRAM ADMINISTRATOR FOR THE LOS ANGELES COUNTY METROPOLITAN TRANSIT AUTHORITY AND – NOTICE THAT THE BUS LINE CHANGES AS SUBMITTED BY COMMISSIONER ED COLLEY AT THE MEETING FEBRUARY 19.

COMMISSIONER COLLEY: CAN WE TABLE THAT SECTION OF YOUR REPORT UNTIL COMMISSIONER MILLER, PERHAPS CAN MAKE IT NEXT MONTH. IS THAT OKAY WITH YOU? BECAUSE THAT WAS HIS ISSUE? SOMETHING YOU CAN DO?

GIOVANNA GOGREVE: SURE. BUT I DO HAVE STAFF HERE TO GIVE THE PRESENTATION. WE CAN ASK THEM.

COMMISSIONER COLLEY: THEY TRAVELED ALREADY. THAT'S NOT FAIR.

PRESIDENT NEAL: WE WERE EXPECTING COMMISSIONER MILLER, AND I ASSUME HE WAS COMING IN GOOD FAITH, AND HE'S NOT HERE. BUT I STILL THINK THE ISSUE IMPACTED MORE PEOPLE THAN HIS CLIENTS, WHICH I THINK HIS CONCERN WAS.

COMMISSIONER COLLEY: I DIDN'T REALIZE WE HAD A SPECIAL PRESENTATION.

GIOVANNA GOGREVE: YOU ASKED. I WOULD LIKE TO INTRODUCE SCOTT PAGE, METRO'S MANAGER OF SERVICE DEVELOPMENT, AND ISRAEL MARIN, BOTH IN OUR SERVICE PLANNING DEPARTMENT. AND THIS IS IN RESPONSE TO THEIR REQUEST.

IF TIME ALLOWS, I CAN GIVE A BRIEF PRESENTATION ON A.D.A. COMPLIANCE IN PARATRANSIT.

PRESIDENT NEAL: IT'S ON TIME SO FAR.

WELCOME, THANK YOU SO MUCH FOR COMING.

SCOTT PAGE: GIOVANNA ASKED WE COME TO DISCUSS OUR PUBLIC HEARING PROCESS THAT TAKES PLACE WHENEVER WE HAVE SERVICE CHANGES THAT REQUIRE PUBLIC HEARING. UNDER THE BOARD OF DIRECTORS' GUIDELINES, WE HAVE A GUIDELINE THAT STATES IF WE ARE GOING TO CHANGE A ROUTE BY 25%; THAT MEANS THE LENGTH OR MODIFY, EVEN A ROUTE EXTENSION, EVEN AS A BENEFIT; MAYBE A ROUTE CUTBACK OR IF CHANGES SCHEDULES BY 25%, WE HAVE TO HAVE A PUBLIC HEARING. THAT'S RULE AND

REGULATIONS OF OUR BOARD OF DIRECTORS. AND UNDER FEDERAL GUIDELINES TITLE 6, WE HAVE A PUBLIC HEARING. THIS IS THE BROCHURE THAT WE HAD FOR THE LATEST PUBLIC HEARING THAT WERE HELD IN FEBRUARY.

WHEN STAFF WANTS TO HAVE A PUBLIC HEARING WE GO TO THE SERVICE COUNCILS. THERE ARE FIVE SERVICE COUNCILS, AND THEY ARE GEOGRAPHICALLY LOCATED. THERE IS ONE IN THE SOUTH BAY, ONE IN THE SAN FERNANDO VALLEY, ONE IN SAN GABRIEL VALLEY, ONE ON THE WEST SIDE, AND ONE IN GATEWAY CITIES, LIKE DOWN IN PARAMOUNT. STAFF AND MYSELF, AND SOMEONE LIKE ISRAEL WHO REPRESENTS THE SAN FERNANDO VALLEY.

WE HAVE CHANGES WE WANT TO MAKE IN THE SERVICE COUNCIL AREA, THE SERVICE COUNCIL RECEIVES THE REPORT. ONCE THEY APPROVED, THE SERVICE COUNCIL APPROVED THE CHANGES TO GO FORWARD WITH THE PUBLIC HEARING PROCESS, I GET BUSY. BY LAW WE HAVE TO ADVERTISE ONE MONTH AHEAD IN NEWSPAPERS A NOTICE OF THE PUBLIC HEARING.

THIS IS THE L.A. TIMES, AND WE PUBLISH IN 20 NEWSPAPERS AND PROBABLY EVERY LANGUAGE SPOKEN IN L.A. COUNTY. THIS IS JUST MY COPY PROOF THAT CAME WITH THE L.A. TIMES. WE HAVE TO DO IT ONE MONTH AHEAD OF TIME. I PUBLISHED THIS ON DECEMBER 29 EVEN THOUGH THE FIRST PUBLIC HEARING WASN'T UNTIL FEBRUARY 5 IN THE SAN FERNANDO VALLEY. THIS BROCHURE IS PUBLISHED AND PLACED ON ALL THE BUSES THE WHOLE MONTH OF JANUARY. ALSO POST A NOTICE OUR WEBSITE AT METRO.NET.

IF YOU CAN'T MAKE THE PUBLIC HEARING, YOU CAN WRITE A LETTER. INFORMATION IN HERE. AND WE HAVE A SPECIAL EMAIL ADDRESS JUST FOR SENDING IN YOUR PUBLIC COMMENT AT SERVICECHANGES@METRO.NET. MR. GARCIA HAS BEEN AT OUR PUBLIC HEARINGS. THEN WE TALLY UP ALL OF THE REPORTING COMMENTS EITHER BY EMAIL OR BY PEOPLE THAT ACTUALLY COME TO THE MEETING OR BY PEOPLE THAT GO TO THE POST OFFICE TO SEND THEIR COMMENTS.

WE ACTUALLY NOW GET A LOT MORE THROUGH SERVICECHANGES@METRO.NET THAN EVER THROUGH THE POST OFFICE BECAUSE IT'S SO EASY FOR PEOPLE NOT TO HAVE TO BUY A STAMP, JUST SEND IT IN. STARTED THAT ABOUT A YEAR AGO. AFTER WE TALLY UP ALL THE COMMENTS, WE GO BACK TO THE SERVICE COUNCILS IN FEBRUARY – I'M SORRY, IN MARCH, WITH OUR FINDINGS. WE CALL IT "THE FINDINGS OF THE PUBLIC HEARING." AND THEN AT THAT POINT WE EITHER MAKE A RECOMMENDATION TO GO WITH THE ORIGINAL PROPOSAL OR, BASED ON THE COMMENTS, WE MAKE MINOR CHANGES TO THE PROPOSALS AND PRESENT THEM TO THE SERVICE COUNCIL WHO APPROVES OR DISAPPROVES THEM. AND IN JUNE OR LATER WE WILL IMPLEMENT THOSE CHANGES.



WE HAVE SERVICE CHANGES TWICE A YEAR AT METRO, AND THAT'S BASED ON THE BUS DRIVERS' AND MECHANICS' CONTRACT THAT SAYS EVERY SIX MONTHS THEY ARE ALLOWED TO CHANGE THEIR WORK. FOR EXAMPLE, A GUY DRIVING WILSHIRE BOULEVARD AFTER SIX MONTHS MIGHT GET BORED AND, BASED ON SENIORITY, CAN TAKE SANTA MONICA BOULEVARD OR – CHANGE A ROUTE. A CHANGE IN SCENERY. SAME WITH MECHANICS, OTHER DIVISIONS. THAT SIX-MONTH WINDOW GIVES US TIME TO IMPLEMENT OUR CHANGES. THEY CAN ONLY BE DONE WHEN THE BUS DRIVERS ARE REBUILDING THEIR WORK.

ONCE THAT'S ALL DONE; WE HAD OUR PUBLIC HEARING, SCHEDULE MAKERS ARE MAKING CHANGES AND GETTING TIME TABLES READY TO GO. WE ARE ALSO PREPARING WHAT WE CALL "SERVICE CHANGE NOTICES," AND THESE ARE PLACED ON THE BUSES PRIOR TO THE CHANGE THAT'S GOING TO TAKE PLACE.

FOR EXAMPLE, ON BROADWAY, IF YOU HAVEN'T NOTICED, THE CITY OF LOS ANGELES IS DOING A MAJOR CHANGE ON BROADWAY FROM 1<sup>ST</sup> FIRST TO 11<sup>TH</sup> STREET, CALLED "BRING BACK BROADWAY." AND WE HAD A LOT OF STOP CHANGES THAT TOOK PLACE LAST JUNE. SO I HAD A LARGE NUMBER OF TRANSITIONAL-DUTY BUS DRIVERS, OUT BECAUSE OF INJURY AND TRANSITIONING BACK TO WORK, PASSING THESE OUT ON BROADWAY, POSTED TO METROLINK.NET. THAT'S HOW WE GET THE WORD OUT REGARDING PUBLIC HEARINGS.

THIS PARTICULAR TIME THERE WAS NO PUBLIC HEARING IN THE SOUTH BAY BECAUSE THERE WERE NO CHANGES IN THE SOUTH BAY. MOST OF THE CHANGES WERE CONFINED TO THE SAN FERNANDO VALLEY AND THE WEST SIDE.

ISRAEL MARIN: I AM NOT SURE IF THIS WAS DONE THE LAST TIME WE HAD A PUBLIC HEARING OR NOT, BUT THIS TIME WE ALSO HAD LIGHT DUTY OPERATORS ACTUALLY HAND THESE OUT PERSONALLY AT SELECT LOCATIONS WHERE THE LINES WERE GOING TO BE AFFECTED. I AM NOT SURE IF THAT'S SOMETHING DONE REGULARLY?

SCOTT PAGE: WE ARE DOING IT MORE AND MORE, BASICALLY BECAUSE I NOW HAVE A LARGE NUMBER OF TRANSITIONAL DUTY OPERATORS. IN THE PAST THEY WERE ALWAYS AT THE DIVISION SORT OF FILING. BUT NOW WE HAVE THEM DOWNTOWN, AND I CAN DISPATCH THEM TO KEY BUS STOPS AND LOCATIONS TO PASS OUT THESE BROCHURES TO MAKE THE PUBLIC AWARE OF CHANGES COMING UP.

GIOVANNA GOGREVE: I WANTED TO ADD, FOR COMMISSIONER MILLER. I KNOW ISRAEL CALLED HIM AND WENT THROUGH ALL THE DETAILS ABOUT THE LINE IN HIS AREA AND HOW IT AFFECTS THE STUDENTS OF HIS FACILITY, AND I BELIEVE –

IF YOU WANTED TO ELABORATE ON THAT.

ISRAEL MARIN: I DID SPEAK TO MR. MILLER PRIOR TO THE PUBLIC – PRIOR TO OUR MARCH MEETING. IT WAS A FEW WEEKS BACK. I DID EXPLAIN TO HIM ALL THE CHANGES THAT WERE GOING TO BE – THAT



WE WERE PROPOSING, AND HE SEEMED ACTUALLY VERY HAPPY ABOUT THE ADDED FREQUENCY IN HIS AREA. SO I AM NOT SURE IF THERE WAS AN ORIGINAL –

GIOVANNA GOGREVE: I THINK THERE WAS A LITTLE BIT OF MISCOMMUNICATION. HE WAS NOT SURE HOW IT WAS GOING TO AFFECT THE SCHOOL AND THE STOP THAT WAS CLOSE TO THE SCHOOL. BUT IN GETTING INFORMATION FROM ISRAEL, HE FOUND OUT THAT IT ACTUALLY BENEFITED THEM A LITTLE MORE THAN IT'S GOING TO DETER THEM.

ISRAEL MARIN: THE LAST WORDS I SENT TO MR. MILLER, HE SAID IF HIS STAFF HAD ANY OCCURRENCE HE WOULD LET ME KNOW, AND SO FAR –

GIOVANNA GOGREVE: I FOLLOWED UP WITH COMMISSIONER MILLER. HE SAID HE WOULD GET BACK TO ME IF HE HAD FURTHER QUESTIONS.

PRESIDENT NEAL: I THINK -- AND CORRECT ME IF I AM WRONG -- THAT THE CLIENTS AT HIS AGENCY DIDN'T HAVE THE KIND OF NOTICE THAT YOU GUYS ARE TALKING ABOUT. I COULD BE WRONG. BUT SEEMS TO ME THAT IT WAS A BIT OF A SURPRISE TO SOME OF THEM. THEY DIDN'T KNOW. SO I AM GOING TO REQUEST, BECAUSE I HEAR YOU SAYING THAT YOU PUT THE INFORMATION IN NEWSPAPERS AND YOU DO IT ON LINE, EVERYBODY THAT RIDES THE BUS DOES NOT HAVE A COMPUTER. IF YOU SHARED THIS INFORMATION, LIKE YOU ARE DOING NOW, LET US KNOW, LET THE CITY COMMISSION KNOW, AND MAYBE WE CAN GET -- HELP GET THE INFORMATION OUT. JUST SEEMS TO ME, FROM WHAT COMMISSIONER MILLER SAID -- AND I AM MAYBE NOT GETTING ALL OF IT -- BUT THEY WERE JUST A BIT SURPRISED AND DIDN'T KNOW, AND SEEMS TO ME THEY HEARD THAT THIS WAS ACTUALLY GOING TO BE BETTER FROM THE LAST TIME WE DISCUSSED IT.

COMMISSIONER COLLEY: A SPECIFIC QUESTION. IN AMONGST THIS OUTRAGE, I IMAGINE YOU ALSO HAVE SOME KIND OF TARGETED LIST OF KNOWN STAKEHOLDERS, IF YOU WILL, PEOPLE THAT YOU WOULD DO SPECIFIC OUTREACH IN BASICALLY EVERY CASE. IS THAT TRUE? SOME SORT OF A –

>> WE DON'T HAVE LIKE SAY A ROUTE AND SAY THIS MANY ORGANIZATIONS AND THIS MANY CHURCHES AND THIS MANY HOSPITALS. WE DON'T HAVE THAT TYPE OF LIST. WE CAN CERTAINLY PROBABLY GET THAT INFORMATION. I TRY TO REACH OUT WHEN I KNOW THERE IS GOING TO BE A MAJOR CHANGE THAT AFFECTS A GROUP. ONCE WE WERE ENCOUNTERING A CHANGE ON VERMONT AND HAD TO DO WITH THE OPENING OF THE METRO RAIL LINE. I ACTUALLY WORKED WITH THE BRAILLE INSTITUTE JUST SOUTH OF THERE AND DID A BROCHURE FOR THEM IN BRAILLE THAT BASICALLY TOLD THEM ALL ABOUT THE BUS CHANGES AND CHANGES THAT WERE GOING TO TAKE PLACE WITH OPENING OF THE RED LINE. IF I AM AWARE OF SOMETHING

LIKE THAT, I TRY TO PERSONALIZE IT FOR THEM. I WASN'T AWARE OF THIS PARTICULAR SCHOOL ON THE 169 LINE.

COMMISSIONER COLLEY: AGAIN, AND PROBABLY TO SEND YOU OUT TO FIND EACH ONE OF THOSE WOULD BE A FOOL'S ERRAND. I WOULDN'T PROPOSE THAT. BUT THE REGIONAL CENTER KNOWS OF VIRTUALLY EVERY PROGRAM IN THE COUNTY. AND SO I AM HOPING THAT IN THE FUTURE, THAT ON SOME KIND OF A CHECK LIST YOU HAVE, SOME KIND OF A – THAT YOU WOULD BE CONTACTING REGIONAL CENTER AND ASKING FOR THEIR ASSISTANCE IN MAKING SURE THAT THE WORD IS GETTING OUT TO THE APPROPRIATE ORGANIZATIONS. BECAUSE INDIVIDUALS WHO – WITH DEVELOPMENTAL DISABILITIES, AS PRESIDENT NEAL POINTS OUT, THEY ARE NOT GOING TO HAVE ACCESS TO THE MEDIA THAT YOU ARE TYPICALLY GOING TO REACH JUST THE GENERAL PUBLIC ON.

AND THOSE PEOPLE THAT ARE ASSISTING THOSE INDIVIDUALS IN THE PROGRAM, VARIOUS PROGRAMS THEY ARE IN, THEY ARE USING YOUR BUS SERVICE TO GET TO, THEY ARE NOT TAKING THE BUS TO GET TO THEIR PLACE OF EMPLOYMENT, THEY ARE DRIVING THEIR CAR SO THEY ARE OBLIVIOUS TO THE CHANGE. AND THE ACTUAL CLIENT, THE ONE YOU ARE SERVING IS OBLIVIOUS BECAUSE THEY ARE NOT PLUGGED INTO THAT MEDIA. SO I THINK WE CAN SUGGEST TO YOU THAT REGIONAL CENTER MIGHT BE – I HOPE WOULD BE A GOOD PLACE FOR YOU TO START AND HOPE THAT THEY WOULD COOPERATE AND ASSIST YOU AS THEY GENERALLY DO SERVE THAT CLIENTELE QUITE WELL.

PRESIDENT NEAL: I WOULD ALSO SAY THE INDEPENDENT LIVING CENTERS ALSO, BECAUSE THOSE TEND TO BE THROUGHOUT A COMMUNITY. THAT'S KIND OF WHAT WE DO WHEN WE WANT TO GET INFORMATION OUT. THIS COMMISSION, CITY COMMISSION, SANTA MONICA COMMISSION, PASADENA COMMISSION, THEN THE REGIONAL CENTERS AND INDEPENDENT LIVING CENTERS KIND OF COVERS ALL OF THE BASES. AND I THINK THAT'S REALLY ALL THAT WE WANTED, JUST TO MAKE SURE EVERYBODY HAS ACCESS TO THE INFORMATION SO THEY CAN ADJUST. THERE ARE SOME DISABILITIES THAT DO NOT DO WELL WITH CHANGE, SO THIS WILL ALLOW THEM TO SORT OF GET PAST THE CHANGE. SOME ARE STILL GOING TO HAVE TROUBLE WITH IT, BUT I THINK IF WE TAKE A VERY BROAD APPROACH TO PASSING OUT THIS INFORMATION THAT IT WILL HELP THE COMMUNITY.

>> WHAT I WILL DO NEXT TIME, WORK WITH YOU, GIOVANNA, TO GET A MAILING LIST OF ALL THESE PLACES SO WE CAN HARD MAIL COPIES OF THIS INFORMATION OUT TO THEM.

PRESIDENT NEAL: ANOTHER WAY TO DO THIS IS THE COMMISSION-SPONSORED RADIO SHOW. AND IT'S PODCAST SO YOU CAN TELL GO CHECK IT OUT, JUST ANOTHER WAY OF GETTING THE INFORMATION OUT TO PEOPLE.

>> I WOULD BE MORE THAN HAPPY TO BE ON THE SHOW.

PRESIDENT NEAL: YOU ARE INVITED.

>> AS YOU CAN SEE, I LIKE TO TALK, LIKE YOU.

PRESIDENT NEAL: I HAVE AN ADVANCED DEGREE IN CHIT-CHAT.

COMMISSIONER TERAN: MY QUESTION IS THAT THE ONE THAT YOU HAVE AT THE METRO HEADQUARTERS, PARKING IS VERY EXPENSIVE. SO WHEN YOU HOLD THESE EVENTS, MEETINGS, WOULD IT BE POSSIBLE TO ALLOCATE, FOR SOME OF US WHO WANT TO ATTEND, PARKING SPACE FREE BECAUSE I AM HANDICAPPED, BUT STILL I HAVE TO PAY IF I GO THERE, AND THERE IS NOTHING AROUND THERE NEARBY THAT I CAN WALK TO EASILY. WHAT DO YOU THINK?

>> WE WOULD HAVE TO BRING THAT UP WITH MANAGEMENT. ABOUT SOMETHING LIKE THAT, I CAN'T SAY ONE WAY OR THE OTHER. WE JUST HAVE TO PURSUE THAT AND ASK ABOUT IT. I AM NOT FAMILIAR WITH THE – PARKING IS MANAGED BY YNL SERVICES.

COMMISSIONER TERAN: YOU PROBABLY KNOW HOW MUCH THE BUILDING COSTS THE TAXPAYERS. YOU ONLY HAVE FIVE LOCATIONS OVER THE CITY AND THE COUNTY; THAT'S NOT A LOT. I SEE YOU SAY YOU PLACE IT EVERYWHERE, BUT THERE IS ALWAYS SOMEONE WHO FOR WHATEVER REASON DOESN'T SEE IT. EVEN IF YOU STAND ON THE CORNER.

COMMISSIONER JAMES: ANOTHER SUGGESTION IS YOU WORK WITH – YOU MAY WANT TO TALK TO MR. MILLER ABOUT TALKING TO PARENTS AT THE SCHOOL SO THEY CAN EXPLAIN TO THEIR KIDS ABOUT THE CHANGES IN THE TRANSPORTATION, BECAUSE A LOT OF DEVELOPMENTALLY DISABLED, TOO, MAY NOT BE ABLE TO READ. SO THAT MAY BE A PROBLEM.

SO TRY TO LET THEM BE AWARE OF WHAT'S GOING ON, PARENTS WOULD BE HELPFUL. SAME WITH REGIONAL CENTER. THAT POPULATION IS DIFFERENT FROM REGULAR DISABLED POPULATION BECAUSE THEY HAVE A DISADVANTAGE THEY MAY NOT BE ABLE TO READ. SOMETHING YOU MAY WANT TO LOOK INTO.

PRESIDENT NEAL: THOUGHT ABOUT DOING A VIDEO?

>> I DO DO POWERPOINT PRESENTATIONS.

PRESIDENT NEAL: VIDEO. FOR THE POPULATION HE'S ADDRESSING THAT CANNOT READ, JUST A SIMPLE ROLE-PLAYING VIDEO MIGHT BE HELPFUL.

>> SURE.

COMMISSIONER WELT: STARRING YOU.

>> GENEVIEVE CLAVREUL: I AM INTERESTED TO GO TO THOSE PUBLIC HEARINGS. RECENTLY FOR THE FIRST TIME I ATTENDED THE METRO BOARD. I SIGNED UP FOR SPECIFIC ITEMS. I WAS NOT ALLOWED TO SPEAK ON THOSE ITEMS, AND TOP IT OFF, I WAS LIED TO ABOUT IT. I AM A PERSON WHO ATTENDS A LOT OF MEETINGS ON MANY SUBJECTS, AND THE FIRST TIME I AM TOTALLY SURPRISED OF THE LACK OF INTEGRITY, ESPECIALLY IN BLACK AND WHITE. I AM VERY LITERATE. AND I WAS VERY UPSET. AND YOU KNOW, I WILL GO BACK

TO THE MEETING TOMORROW. I HOPE I WILL HAVE A BETTER CHANCE. BUT I THINK IF YOU ARE GOING TO TREAT THE PUBLIC LIKE THAT, THEN YOU ARE NOT GOING TO GET A LOT OF GOOD INPUT.

>> THANK YOU.

PRESIDENT NEAL: DANIEL?

DANIEL GARCIA: I WANT TO SAY CONGRATULATIONS FOR THE WONDERFUL PRESENTATION. AND I THINK... DISABLED... LEAHY THE CEO FROM METRO. FOR PEOPLE... BY SAYING THAT I WANT TO KNOW FROM THE PRESENTERS AND ASK THEM IF – HOW THEY REACH OUT TO... IN THE SPECIFIC COMMUNITY THAT THEY ACTUALLY REPRESENT THE... IN THAT WAY, I THINK YOU CAN REACH OUT TO MORE PEOPLE AND GET MORE COMMENTS ABOUT THE CHANGES IN THE SYSTEM, AND THEN YOU WILL GET MORE OUTCOME OF THESE THINGS THAT ARE HAPPENING. AND I WANT TO KNOW BECAUSE IT'S DIFFICULT FOR US TO GO TO THE EVENT. PLEASE LET ME KNOW IF IT'S POSSIBLE TO GET THE PRESENTATIONS TO ALL... THANK YOU VERY MUCH.

PRESIDENT NEAL: THANK YOU.

OKAY. WELL, THANK YOU VERY MUCH. UNLESS YOU HAVE ANYTHING YOU WOULD LIKE TO ASK US. OKAY.

>> I WILL USE GIOVANNA AS A RESOURCE FOR THE NEXT TIME.

PRESIDENT NEAL: DON'T FEEL LIKE YOU CAN'T COME BACK.

>> I WOULD BE HAPPY TO COME BACK AND DO A PRESENTATION.

PRESIDENT NEAL: IF YOU JUST HAVE INFORMATION, JUST TO PASS OUT SAYING YOU MADE THESE CHANGES WHAT HAVE YOU. IF YOU JUST WANT TO LET US KNOW, WE ARE A FRIENDLY BUNCH; WE JUST LOOK LIKE WE BITE. BUT WE LIKE HELPING TO GET THE INFORMATION OUT AND LETTING PEOPLE KNOW WHAT THE SERVICES ARE FOR PEOPLE WITH DISABILITIES. THANK YOU SO MUCH FOR COMING.

>> THANK YOU FOR HAVING US.

PRESIDENT NEAL: GIOVANNA, WILL YOU GIVE THEM THE CONTACT INFORMATION FOR THE RADIO SHOW, PLEASE?

>> THANK YOU.

PRESIDENT NEAL: ITEM 13. ROBERT CASE, DIRECTOR OF METROLINK FARE COLLECTION SERVICES ON ITS RIDER PERSONAL CARE ATTENDANT, PCA COSTS AS SUBMITTED BY COMMISSIONER ED COLLEY AT THE MEETING OF FEBRUARY 19.

WELCOME, GENTLEMEN.

RUSSELL CASE: PRESIDENT AND COMMISSIONERS.

GOOD TO SEE YOU AGAIN COMMISSIONER COLLEY. BEEN A LONG TIME. BEEN SO LONG MY SON IS ABOUT TO TURN 25, TO GIVE YOU PERSPECTIVE.

RUSSELL CASE: I BROUGHT SCOTT JOHNSON ALONG AS WELL, PUBLIC AFFAIRS OFFICER.

IT'S RUSSELL CASE.

PRESIDENT NEAL: I TALKED TO YOU ON THE PHONE AND KNEW THAT.

RUSSELL CASE: THOUGHT ABOUT TURNING IT INTO ROBERT.

I AM THE DIRECTOR OF FARE COLLECTIONS AT METROLINK. AND I WOULD LIKE TO ADDRESS THE INVITATION TODAY TO TALK ABOUT OUR NEWLY ADOPTED FARE POLICY CHANGE AS IT RELATES TO OUR PCA'S. THIS WAS ADOPTED BY OUR BOARD OF DIRECTORS LAST JUNE AND SINCE THE JUNE TIME FRAME OF 13, WE HAVE HAD A FAIRLY EXTENSIVE PUBLIC OUTREACH PROGRAM TO IDENTIFY WHAT THIS PROGRAM IS ABOUT AND HOW WE ARE GOING TO ROLL IT OUT. IT WAS CUED UP TO ROLL OUT MARCH 3.

AND SINCE OUR PUBLIC OUTREACH AND THE ROLL OUT WE HAVE HAD A FAIR AMOUNT OF FEEDBACK FROM THE DISABLED COMMUNITY AND VARIOUS GROUPS AND PRIMARILY THE FEEDBACK WE ARE RECEIVE SUGGEST SPECIFIC TO FINANCIAL HARDSHIPS AND THOSE DISABLED IN THE DISABLED COMMUNITY WITH MULTIPLE PCA'S. SO WE PRESENTED THIS TO OUR BOARD LAST FRIDAY ON THE 14<sup>TH</sup> OF MARCH, AND PROVIDED THE FEEDBACK WE RECEIVED TO DATE. SO OUR BOARD GAVE US NEW DIRECTION THAT WE WILL NOT HAVE HARD FARE ENFORCEMENT UNTIL AFTER OUR UPDATE IN JUNE, WHICH IS AFTER OUR FISCAL YEAR.

AND WE ENCOURAGE ANYBODY IN THIS – THAT WOULD BE AFFECTED WITH THE PCA FARE POLICY CHANGE OR WITHIN THE DISABLED COMMUNITY TO GIVE US THE FEEDBACK WE ARE LOOKING FOR. WE ARE TRYING TO FIND WAYS AND REALLY LIKE TO GET YOUR INPUT HOW WE CAN ADDRESS OUR FARE POLICY CHANGE. THAT WAY WE CAN GIVE OUR UPDATE BACK TO OUR BOARD OF DIRECTORS IN JUNE AND TAKE DIRECTION FROM THEM AS TO HOW WE PROCEED WITH THE POLICY.

SO ANY QUESTIONS?

SCOTT JOHNSON: OUR PARTNERS AT METRO GAVE US INFORMATION ON HOW PUBLIC AGENCIES COMMENCE PUBLIC HEARINGS. THIS WAS PART OF A FARE INCREASE THAT TOOK PLACE LAST JUNE. THE PUBLIC OUTREACH ACTUALLY TOOK PLACE IN APRIL AND MAY 2013. WE DON'T HAVE THE SAME BANDWIDTH THAT METRO HAS. THEY HAVE 10,000 EMPLOYEES, WE HAVE 200. WE DO OUR VERY BEST TO NOTIFY THE COMMUNITY OF THE FARE INCREASE OR ANY OTHER FARE CHANGES OF TITLE 6 AND HOW THEY WOULD AFFECT OUR RIDERS. WE DO ALSO PUBLISH IN NEWSPAPERS IN MULTIPLE NEWSPAPERS, OF PUBLIC HEARINGS AND DO HOLD PUBLIC HEARINGS IN OUR SERVICE AREAS, SIX COUNTIES.

MUCH OF THE INPUT WE RECEIVED HERE IN THE LAST THREE MONTHS WAS WHAT HE HOPED TO RECEIVE A YEAR AGO. SO ESSENTIALLY THE BOARD HAD MADE A DECISION TO IMPLEMENT PERSONAL CARE ATTENDANT CARD, BUT WE DID NOT UNDERSTAND AT THAT POINT HOW IT WOULD TRULY AFFECT THE DISABLED COMMUNITY.



AND SO IN JANUARY OF THIS YEAR, OUR CUSTOMER-REPRESENTATIVE AGAIN BEGAN HANDING OUT INFORMATIONAL CARDS OUR SECURITY OFFICER AND MEMBERS OF THE LOS ANGELES SHERIFF'S DEPARTMENT, AS WELL AS OUR CONDUCTORS STARTING HAVING THE CONVERSATIONS DIRECTLY WITH THE ACCESS RIDERS.

WE OFTEN REFER TO THEM AS PNA'S, PEOPLE WHO NEED ASSISTANCE, AND THEIR PCA. MARCH, APRIL, WHEN WE HEARD BACK THE INPUT WE NEEDED TO HEAR IN ORDER TO IMPLEMENT AN EFFICIENT AND EFFECTIVE PROGRAM THAT WOULDN'T BE TOO ONEROUS FOR THE RIDERS. WE WEREN'T AWARE OF THIS. WHEN WE ATTENDED THE COMMUNITY ADVISORY COMMITTEE THAT MR. TROOST GAVE US THE MINUTES OF BEFORE, OFTEN PROVIDED PERSONAL CARE ATTENDANTS FROM A POOL OF INDIVIDUALS. THOUGHT IT WAS MORE – THE MORE INPUT FROM THE GROUPS, THE BETTER THE POLICY CAN BE. AND AS RUSS INDICATED, LAST WEEK NOT ONLY OUR UPDATE AND RIDERS WHO CAME DIRECTLY, THE CURRENT POLICY, WHAT WE ARE TRYING TO IMPLEMENT WOULDN'T WORK FOR THE VAST MAJORITY OF INDIVIDUALS WHO WERE TO UTILIZE IT GETTING INFORMATION FROM THE DIFFERENT GROUPS, ORGANIZATIONS THAT SERVE THE DISABLED COMMUNITY, AND CERTAINLY ACCESS.

PRESIDENT NEAL: FIRST WE HEARD OF IT WAS AT THE MEETING HERE. I WOULD LIKE TO SUGGEST THAT YOU COULD INCLUDE US TO GET FEEDBACK FROM US. YOU COULD COME TO OUR MEETINGS, AND AGAIN, THE SAME SYSTEM THAT WE WERE SUGGESTING TO METRO TO LET THE PUBLIC KNOW, COMMISSIONER COLLEY IS SUGGESTING THE REGIONAL CENTERS AND THE COMMISSIONS AROUND TOWN. PEOPLE TEND TO ATTEND THOSE MEETINGS, AND ALSO OUR RADIO SHOW.

COMMISSIONER COLLEY: FIRST I VERY MUCH APPRECIATE YOU GENTLEMEN COMING SO PROMPTLY. AS SOON AS THIS ISSUE CAME TO OUR ATTENTION YOU ARE HERE FOR THE NEXT MEETING. THIS IS TERRIFIC. I ALSO READ BE BETWEEN THE LINES.

>> OUR TRAIN IS PARKED OUTSIDE.

COMMISSIONER COLLEY: IT'S A PUSHBACK, AND YOU ARE APPROPRIATELY TRYING TO MAKE SURE YOU DO THE RIGHT THING, AND I APPRECIATE YOU AND STAFF COMING FORWARD AND WANTING TO DO THAT. IT SOUNDS LIKE THE BOARD YOU REPORT TO IS TRYING TO DO THE RIGHT THING AS WELL. I APPRECIATE THAT.

I ASSUME THAT THE UNDERLYING ISSUE IS MAKING SURE THAT – OUR TRYING TO AVOID ESSENTIALLY FRAUD OR MISUSE OF FREE FARES BY INDIVIDUALS GAMING THE SYSTEM, IF YOU WILL, AND I CAN CERTAINLY IMAGINE MANY SCENARIOS WHERE, HEY, I GO TO MY FRIEND WENDY HERE, AND SAY "I WANT TO GO ON A TRAIN RIDE. WHY DON'T YOU COME WITH ME AND THEN WE WILL BOTH GO FOR FREE." AND USING HER AS A PROP ALMOST. AND SHE WOULD BE FRIENDLY AND NICE. WE WOULD HAVE FUN THAT DAY AND GO RIDE THE TRAIN. AND I CAN SEE THAT THERE IS POTENTIAL ABUSE THERE. AND I CAN



CERTAINLY UNDERSTAND YOUR AGENCY WANTING TO TRY TO FIND WAYS TO AVOID THAT ABUSE.

I THINK WHAT YOU ALREADY FIGURED OUT NOW IS THAT IT'S – SOMEBODY THAT NEEDS ASSISTANCE CAN GET THAT ASSISTANCE FROM A VARIETY OF SOURCES AND IDENTIFYING THAT AHEAD OF TIME. JUST AS EASILY AS I COULD HAVE GAMED THE SYSTEM AND TOLD WENDY, "I WANT TO GO ON THIS TRIP," COULD JUST AS EASILY HAPPEN SHE WANTS TO GO DOWN TO HOME DEPOT AND WANTS TO GET SUPPLIES TO REMODEL HER KITCHEN, AND SHE NEEDS ASSISTANCE BECAUSE THERE ARE THINGS THAT ARE KIND OF HIGH. MAYBE SOME THINGS YOU CAN'T DO VERY WELL. BUT SHE SHOCKS ME.

SHE COULD RECRUIT ME AS HER NEIGHBOR, "I NEED HELP TODAY, COULD YOU GIVE ME A HAND?" AND THAT WOULD BE REASONABLE AND PROPER SHE DOES THAT. AND I AM HOPING YOUR AGENCY IS FEELING YOU WOULD WANT TO ENCOURAGE HER TO GET THAT HELP ANYWHERE SHE WANTS.

SO MY SPECIFIC SUGGESTION IS THAT I WOULD HOPE THAT YOUR AGENCY WOULD SORT OF BITE THE BULLET ON THE FACT THAT IT MAY WELL BE THAT THERE WILL BE PEOPLE WITH DISABILITIES THAT WILL GAME YOUR SYSTEM, BUT I PREFER YOU BITE THE BULLET AND ACCEPT THAT POSSIBILITY AND REALITY AND SIMPLY HAVE SOMEONE THAT'S ENTITLED TO FREE FARE BE ABLE TO BE IDENTIFIED AHEAD OF TIME AS A PERSON WHO NEEDS ASSISTANCE, WHO IS REASONABLY IN NEED OF SOMEONE TO HELP, AND YOU CAN DEFINE THIS APPROPRIATELY.

BUT SOMEONE WHO NEEDS ASSISTANCE WITH ACTIVITIES THAT OTHERS OF US KIND OF TAKE FOR GRANTED, AND PROVIDE A CREDENTIAL TO THAT INDIVIDUAL SO THAT INDIVIDUAL THEN HAS THE FREEDOM TO IDENTIFY FOR THEMSELVES ON THAT MOMENT ON THAT DAY WHAT – WHO THAT INDIVIDUAL IS THAT WILL PROVIDE THAT ASSISTANCE. IT'S NOT ALWAYS GOING TO BE THE SAME PERSON. IT'S GOING TO BE A NEIGHBOR, A FRIEND, A SPOUSE. IT WILL BE A PAID EMPLOYEE. THERE WILL BE MANY, MANY DIFFERENT SCENARIOS, AND FOR SOMEONE WITH DISABILITIES TO HAVE TO FIGURE OUT IN ADVANCE EVERY POSSIBLE INDIVIDUAL THAT COULD MAYBE HELP ME OUT IN THE NEXT YEAR, IT'S UNREALISTIC.

SO THAT'S MY OWN PERSONAL OPINION ON THIS ISSUE THAT I WOULD LIKE YOU TO SIMPLY PROVIDE THE INDIVIDUAL WHO NEEDS THE ASSISTANCE THE CREDENTIAL AND TRUST THEM TO ABUSE IT AS LITTLE AS POSSIBLE, REALIZING IT'S GOING TO HAPPEN. I MEAN, YOU – AND I WOULD HOPE THAT WE AS COMMISSION CAN ASSIST YOU IN CONVINCING YOUR BOARD THAT KIND OF APPROACH IS BEST.

I DON'T KNOW WHEN YOUR MEETINGS ARE, BUT POTENTIALLY WE HAVE A DISCUSSION, I THINK IT WOULD BE APPROPRIATE FOR US, IF WE TOOK A POSITION ON THIS, TO TAKE A POSITION THAT WE AS A COMMISSION CAN THEN CONVEY TO YOUR BOARD AT WHATEVER MEETING IS APPROPRIATE. YOU CAN CERTAINLY HELP US WITH THAT.

RUSSELL CASE: I APPRECIATE THE FEEDBACK. THAT IS CONSISTENT WITH THE LEVEL OF FEEDBACK WE ARE RECEIVING. AND OUR BOARD MEETINGS ARE HELD ONCE A MONTH. AT METROLINK.TRAINS.COM, YOU CAN SEE THE BOARD AGENDAS. WE APPRECIATE THE FEEDBACK.

COMMISSIONER WELT: AND YOU CAN GO COMMISSIONER COLLEY.

PRESIDENT NEAL: WE DO HAVE A TRANSPORTATION COMMITTEE.

COMMISSIONER WELT: I'M JUST PLAYING.

PRESIDENT NEAL: I JUST HAVE A QUESTION ON THE FRAUD ASPECT THAT COMMISSIONER COLLEY BROUGHT UP.

>> IT'S PROBABLY INAPPROPRIATE TO PHRASE IT AS "FRAUD." IT'S PROBABLY JUST MISUSE OF THE POLICY.

PRESIDENT NEAL: I UNDERSTAND. IT'S THE SAME SUBJECT, AND YOU CAN CALL IT SOMETHING ELSE IF YOU CHOOSE TO, BUT IT SEEMS WE ARE CONSTANTLY BEING STUCK WITH BEING ACCUSED OF MISUSE OF THE SYSTEM. DO YOU HAVE ANY STATISTICS ON THE PERCENTAGE OF MISUSE OF THE SYSTEM THAT THERE IS THAT IS COMMITTED BY US AS OPPOSED TO OTHER PEOPLE THAT RIDE THE BUSES OR TRANSPORTATION? SOMEHOW I THINK THAT THE PERCENTAGES OF PEOPLE WITH DISABILITIES THAT ABUSING THE SYSTEM IS SMALLER THAN THE REST OF THE POPULATION. SO I AM JUST SUGGESTING THAT YOU TAKE A LOOK AT THAT WHEN YOU DECIDE WHAT YOU ARE GOING TO GO DO SO WE ARE NOT UNFAIRLY PENALIZED BECAUSE SOMEBODY ELSE IS TAKING ADVANTAGE.

>> THAT'S A WONDERFUL QUESTION. ALMOST VERBATIM WHAT ONE OF OUR BOARD MEMBERS WOULD ASK. THEY HAVE CASE STUDIES OF LAW ENFORCEMENT AND PERSONNEL SEEING AT THE CURB, AN INDIVIDUAL, ACCESS RIDER -- THEIR PCA -- WHAT ARE THE PRECISE NUMBERS WE DON'T HAVE, WHICH IS ANOTHER REASON WHY OUR BOARD DIRECT US THAT YOU CAN'T ENFORCE THIS POLICY AT THIS POINT BECAUSE WE DON'T HAVE ALL THE ANSWERS.

COMMISSIONER TERAN: ACTUALLY, I AM THINKING ALONG THE SAME LINES AS YOU ARE, BECAUSE I CAN'T EVEN -- MY WAY OF THINKING IS CLEARLY DIFFERENT FROM OTHER PEOPLE. BUT I COULDN'T POSSIBLY THINK THAT SOMEONE WHO HAS A NEED FOR THE SERVICES THAT YOU PROVIDE WOULD BE DOING THAT AS LONG AS -- I AM GUESSING, I DON'T KNOW, IT'S EXTREMELY SMALL IF AT ALL. WHY WOULD SOMEONE WHO HAS A NEED FOR YOUR SERVICES GO TO THE LENGTHS OF WHAT COMMISSIONER COLLEY WAS SUGGESTING? BUT I DON'T KNOW THAT.

AND AGAIN, SINCE YOU DON'T HAVE STATISTICS, I AM STILL GUESSING THERE AREN'T THAT MANY IF AT ALL. WHY IS A PERSON WHO IS IN -- SAY IN WENDY'S CONDITION -- DO THAT. I WOULDN'T DO THAT AT ALL. I'VE NEVER --

PRESIDENT NEAL: I CAN ANSWER THAT QUESTION. THEY DO IT FOR MONEY. BECAUSE YOU CAN'T LIVE ON SSI GIVES YOU. YOU HAVE ALL OF THESE OTHER THINGS WE HAVE TO PAY FOR. NOW WITH THE INSURANCE AND STUFF LIKE THAT, YOU HAVE A CO-PAY ON A LOT OF THESE THINGS. SOME PEOPLE ARE DESPERATE. I AM NOT CONDONING IT AT ALL. BUT SOME PEOPLE DO IT TO MAKE MONEY.

COMMISSIONER COLLEY: THERE ARE MANY, MANY REASONS. BUT THE IDEA IT HAPPENS ON OBVIOUS. I – YOU CAN SEE PREFERENTIAL TREATMENT GIVEN TO THOSE WITH DISABILITIES ABUSED ALL THE TIME. OKAY? PEOPLE USING THEIR HUSBAND'S HANDICAPPED PLACARD TO PARK. THAT EXISTS. IT'S NOT LEGAL. IT'S DONE. PEOPLE GOING TO MAGIC MOUNTAIN AND BRINGING SOMEONE THEY CAN WHEEL UP THE EXIT RAMP AND GET TO THE HEAD OF THE LINE FIRST. IT'S DONE ALL THE TIME. IT HAPPENS. AND STATISTICALLY IT HAPPENS MORE FOR THE DISABLED COMMUNITY THAN IT DOES FOR THE ABLE-BODIED COMMUNITY BECAUSE THEY DON'T HAVE THE OPPORTUNITY. SO I CAN'T PRESENT MYSELF TO THE TRAIN AND SAY WE NEED MY ASSISTANT HERE.

I AM NOT DISABLED, SO OBVIOUSLY I HAVE TO PAY THE FARE AND THAT INDIVIDUAL HAS TO PAY THE FARE. SO I DON'T HAVE THAT OPPORTUNITY. BUT AGAIN, I THINK IT'S APPROPRIATE THAT THE BENEFIT OF THE DOUBT AND THE GREATER GOOD IS SERVED BY THE REST OF US SORT OF SUCKING UP THAT REALITY THAT THERE WILL BE ABUSE IN ANY SYSTEM THAT ALLOWS FOR ANY ADVANTAGE FOR ANY SUBGROUP IN OUR COMMUNITY, AND THOSE WITH DISABILITIES THAT NEED THE ASSISTANCE SHOULD GET IT AND SHOULD NOT PAY A PENALTY FOR THE FACT THAT THERE WILL BE SOME ABUSE.

SO AT THE END OF THIS, I WOULD LIKE TO – WHEN THE DISCUSSION BEGINS TO WRAP UP, I WILL MAKE A MOTION TO SOMETHING OF THAT EFFECT – OKAY.

SO I GUESS MY MOTION IS THAT I WOULD LIKE THIS COMMISSION TO ADOPT A POSITION THAT THE METROLINK – THE

SCOTT JOHNSON: I DON'T WANT TO CUT YOU OFF. SEEMS LIKE THE MOTION YOU ARE MAKING IS GOING TO BE OFF-THE-CUFF. REALITY WOULD BE AT THIS POINT PROBABLY NOT A NEED TO MAKE A MOTION. OUR BOARD OF DIRECTORS HAVE GIVEN US DIRECTION NOT TO ENFORCE SUCH POLICY. WE CAN COME BACK PRIOR TO ANY ENFORCEMENT TAKE PLACE AND, THAT POLICY NOT BE IMPLEMENTED STILL NOT TO A LEVEL OF APPROVAL TO THIS BODY YOU CAN MAKE A MORE FORMAL AND DIRECT MOTION.

COMMISSIONER COLLEY: WOULD IT NOT HELP YOU TO HAVE A POSITION FROM THIS BODY TO GO BACK TO YOUR BOARD BECAUSE I THINK THAT YOUR BOARD WOULD AND SHOULD LOOK AT US AS A BODY WITH SOME AUTHORITY IN THIS. AND SO I AM TRYING TO MAKE YOUR JOB ACTUALLY A LITTLE BIT EASIER IN MAKING – IN GETTING A FORMAL POSITION FROM THIS COMMISSION THAT YOU CAN THEN BRING

FORWARD EITHER WE CAN DO IT OR EVEN BETTER, YOU AS STAFF CAN USE IT AS A TOOL.

RUSSELL CASE: WE WOULD HAVE TO GET THAT FEEDBACK AND TAKE IT BACK. I WILL SAY QUICKLY, IF I MAY THAT WE DON'T HAVE NUMBERS WITH US TODAY, BUT THE ABUSE WAS ONLY ONE PORTION OF THE ACTIONS THAT BROUGHT THIS TO THE BOARD, AND IT WAS SIGNIFICANT ENOUGH TO TAKE BOARD ACTION, SO –

EMMA DEJESUS: JUST TO LET YOU KNOW, COMMISSIONERS, WE DO NOT HAVE A QUORUM, SO A MOTION WOULD NOT BE ABLE TO BE TAKEN. WE DO NOT HAVE A QUORUM ANYMORE.

COMMISSIONER COLLEY: OUR – I'M -- GENERALLY A MEETING THAT STARTS WITH A QUORUM OR HAS A QUORUM CAN TRANSACT BUSINESS REGARDLESS OF – UNDER ROBERTS RULES OF ORDER, ANY RULES I'VE EVER BEEN FAMILIAR WITH, THE ABSENCE OF A QUORUM AT ANY POINT IN A MEETING DOES NOT NEGATE THE EXISTENCE OF A QUORUM FOR PURPOSES OF BEING ABLE TO TRANSACT BUSINESS OF THE BODY. I'LL GO AHEAD AND MAKE MY MOTION AND ASK FOR A VOTE ANYWAY, AND IF YOU CAN CHECK WITH LEGAL COUNSEL AS TO WHETHER OR NOT WE HAVE THE AUTHORITY TO DO IT.

PRESIDENT NEAL: HOW ABOUT YOU MAKE A RECOMMENDATION JUST TO KEEP IT, OKAY, MAKE A RECOMMENDATION, PUT IT ON THE NEXT MONTH AGENDA AND VOTE ON IT. WOULD THAT BE OKAY? BECAUSE I THINK THAT WAY WE CAN INCLUDE THE MOTION WITH THE TRANSCRIPT FROM THIS MEETING TO GIVE MORE INFORMATION AND MORE FEEDBACK TO THEM, YES? NO?

COMMISSIONER COLLEY: I'M JUST THINKING THAT WE NEVER KNOW ANY MONTH WE MAY OR MAY NOT HAVE A QUORUM. AND THIS MONTH WE DO.

PRESIDENT NEAL: FOR THE LAST FEW MONTHS SINCE DECEMBER WE HAVE HAD A QUORUM BECAUSE I'VE BEEN WORKING REALLY HARD TO GET EVERYBODY HERE. LET'S ASSUME WE WILL HAVE A QUORUM.

COMMISSIONER COLLEY: HOW ABOUT WE ASSUME WE ARE ALLOWED TO TRANSACT BUSINESS, AND IF LEGAL COUNSEL COMES BACK AND TELLS US WE NEED TO RATIFY IT NEXT MONTH OR PERHAPS TO DO THAT ANYWAY, TO LEAVE ANY DOUBT. I WILL OFFER UP THE MOTION THAT WE TAKE A POSITION THAT METROLINK PROVIDE A CREDENTIAL TO THE INDIVIDUAL WITH DISABILITIES WHERE IT IS APPROPRIATE THAT WOULD ALLOW THEM TO BRING ALONG ONE INDIVIDUAL TO ASSIST THEM AT THEIR DISCRETION AND NOT HAVE ANY CREDENTIAL REQUIRED FOR THAT INDIVIDUAL WHO WOULD BE THE PERSON TO PROVIDE THE ASSISTANCE. AND I GUESS THAT'S – HOPE THAT'S CLEAR ENOUGH.

SCOTT JOHNSON: THAT ACTUALLY ALREADY EXISTS.

RUSSELL CASE: THAT'S OUR POLICY. ONE PNA PER PCA.

COMMISSIONER COLLEY: SO SAYING I WOULD LIKE THE CURRENT POLICY TO CONTINUE ON.

COMMISSIONER WELT: I WOULD LIKE TO SECOND THAT MOTION.

PRESIDENT NEAL: OTHER DISCUSSION?

COMMISSIONER TERAN: THE QUESTION – I BELIEVE –

COMMISSIONER COLLEY: IT'S APPROPRIATE WE HAVE A MOTION AND A SECOND, NOW A DISCUSSION IS ABSOLUTELY APPROPRIATE.

COMMISSIONER TERAN: I BELIEVE IN THE CONVERSATION EARLIER DEALT WITH – TRYING TO REMEMBER EVERYTHING THAT TRANSPIRED. OH, ABOUT THE MISUSE, AND I BELIEVE YOU, SIR, MENTIONED SOMETHING THAT YOU ALREADY HAVE AN IDEA OR HAVE SOME OF HOW MANY AND SO ON?

RUSSELL CASE: WHAT I MENTIONED EARLIER IS THERE IS SIGNIFICANT ABUSE OUT THERE ENOUGH TO BRING TO THE BOARD'S ATTENTION. IT'S NOT THE ONLY REASON IT WAS BROUGHT TO THE BOARD'S ATTENTION.

COMMISSIONER TERAN: YOU MEAN YOU HAVE PROOF OF HOW MANY.

RUSSELL CASE: I RODE HOME ON THE TRAIN YESTERDAY AND THE LADY ON THE TRAIN NEXT TO ME HAD FIVE PCA'S WITH HER.

COMMISSIONER TERAN: DOES SHE SEEM LIKE SHE NEEDED FIVE.

RUSSELL CASE: I AM NOT QUALIFIED TO – I AM GIVING YOU THAT AS AN EXAMPLE.

COMMISSIONER TERAN: I GUESS I AM VERY NAÏVE ABOUT THINGS LIKE THAT BECAUSE I WOULDN'T HAVE BELIEVED THAT. THANK YOU.

PRESIDENT NEAL: WE HAVE A MOTION. WE HAD DISCUSSION. ALL IN FAVOR? OPPOSED? ABSTENTIONS?

PRESIDENT NEAL: ONE OPPOSED AND ONE ABSTENTION.

COMMISSIONER COLLEY: WAS THAT IN OPPOSITION?

COMMISSIONER TERAN: YES, SIR. I HEAR WHAT YOU SAID, AND I HEAR WHAT HE SAID, BUT I STILL DON'T BELIEVE THAT THERE ARE SO MANY PEOPLE THAT HAVE THE NEED – I HEAR WHAT HE SAID, OF COURSE I DO. MAYBE THAT'S THE EXCEPTION, I DON'T KNOW. BUT I STILL DON'T BELIEVE THAT SO MANY PEOPLE WHO HAD A NEED WOULD DO THAT AS A MISUSE OR SOMETHING. I'M SORRY.

COMMISSIONER WELT: DID THE MOTION PASS IN --

PRESIDENT NEAL: YOU DON'T HAVE TO DEFEND.

COMMISSIONER COLLEY: THIS IS NOT ATTACK AT ALL. I WANT TO MAKE SURE YOU ATTENDED TO VOTE THE WAY YOU INTENDED TO VOTE.

COMMISSIONER TERAN: I AM AGAINST THAT, I'M SORRY.

EMMA DEJESUS: ONE OPPOSED. WHO ABSTAINED? YOU? OKAY.

COMMISSIONER COLLEY: SO COMMISSIONER TERAN, YOU BELIEVE THAT THE PERSONAL CARE ATTENDANT SHOULD HAVE A CREDENTIAL SPECIFIC TO THEM, WHICH IS THE NEW POLICY.



COMMISSIONER TERAN: I AM OKAY WITH THE CREDENTIALS. I CAN'T BELIEVE THEY WOULD DO THIS ALL THE TIME TO GET AWAY WITH WHATEVER, OKAY BECAUSE THEY HAVE THE NEED – OKAY, MAYBE WHAT HE MENTIONED WAS – IS THE EXCEPTION. I WANT TO BELIEVE THAT MOST PEOPLE ARE GOOD AND DO THE RIGHT THING. I MAY BE NAÏVE BUT THAT'S WHAT I BELIEVE SIR.

PRESIDENT NEAL: WE ONLY HAVE A FEW MORE MINUTES.

EMMA DEJESUS: MOTION PASSED.

COMMISSIONER COLLEY: I AM JUST A LITTLE BIT CONFUSED AT COMMISSIONER TERAN, BECAUSE I THINK WHAT MY MOTION WOULD DO IS PROVIDE, FOR EXAMPLE, WENDY, THE OPPORTUNITY TO SAY ONE INDIVIDUAL, "THIS IS MY ASSISTANT AND WE TRUST HER WORD" WHICH IS WHAT I HEAR YOU SAY YOU WOULD SUPPORT AND YOU VOTED AGAINST THAT.

COMMISSIONER TERAN: THEN I AM WRONG IN THAT CASE. THANK YOU.

COMMISSIONER COLLEY: I COULDN'T BELIEVE THAT YOU WOULD WANT –

COMMISSIONER TERAN: NO. THAT'S NOT WHAT I MEANT. I WAS THINKING OTHER PEOPLE WHO MISUSE THE SYSTEM. AND AS I MENTIONED BEFORE, THAT'S KIND OF STRANGE, BUT FOR WHATEVER THE REASON IT HAPPENED AND MAYBE THAT'S AN ANOMALY. I DON'T KNOW. WHAT YOU EXPLAINED TO ME. I AM NOT AGAINST THAT. NO. I THINK THAT PEOPLE WHO NEED THE ASSISTANCE, SHOULD HAVE THE ASSISTANCE, AND IF YOU PROVIDE A CARD, WHATEVER, THAT'S FINE WITH ME. I'M SORRY.

COMMISSIONER WELT: SO THEN YOU ARE A YEA.

COMMISSIONER COLLEY: THEN WE HAVE A 5-0-1. SORRY.

PRESIDENT NEAL: NO.

WE HAVE PUBLIC COMMENT. MR. GARCIA.

DANIEL GARCIA: I AM VERY GRATEFUL YOU COME TO THESE LENGTHS TO SUPPORT US. BUT I THINK... WILL MAKE THEIR OWN DECISION... MULTICOUNTIES. IT'S NOT BASED ON LA, IT'S BASED ON COUNTIES TO COUNTY.

I JUST WANT TO MAKE SURE THAT – I WOULD LIKE TO PLEASE HAVE AN – MY MAIN CONCERN IS, IS METRO – METROLINK IS DOING DECISIONS WITHOUT ANY BODY OF PEOPLE WITH DISABILITIES. SO THEY ARE MAKING POLICY ABOUT US WITHOUT US. AND THAT'S WHEN YOU NEED TO ACTUALLY BE ON TARGET. IF YOU – YOU CAN ACTUALLY MAKE... AND SAY TO THEM THAT YOU NEED TO – IN ORDER TO... THIS. DECISION, YOU MUST HAVE A BODY OF PEOPLE WITHIN THE COMMUNITY YOU SERVE. AND THAT'S SIMPLY THE PROBLEM HERE. SO AS A COMMISSION YOU SHOULD BE MORE WILLING TO MAKE AN EFFORT TO ACTUALLY ASK THEM BE... IN YOUR OWN BODY. THANK YOU.

PRESIDENT NEAL: THANK YOU. THANK YOU.



I REALLY APPRECIATE YOU COMING ON VERY, VERY SHORT NOTICE.

RUSSELL CASE: OUR PLEASURE.

PRESIDENT NEAL: THANK YOU SO MUCH. AND DON'T BE STRANGERS. ANYTIME YOU WANT ANY FEEDBACK FROM US, FEEL FREE.

RUSSELL CASE: WILL DO. LOOK FORWARD TO THAT.

PRESIDENT NEAL: AND DON'T FORGET ABOUT THE RADIO SHOW. THANK YOU.

MOVING ON TO ITEM #14, AND WE NEED TO MOVE THIS FORWARD, SO I WILL BE LIMITING, BECAUSE WE'VE TO GET THE CAPTIONER OUT OF HERE BY 3:00, SO I AM GOING TO LIMIT THE PUBLIC COMMENTS TO ONE MINUTE. BUT ON ITEM #14, MISCELLANEOUS COMMISSIONER ANNOUNCEMENTS.

COMMISSIONER TROOST: BEFORE WE GO FORWARD, I WOULD LIKE TO RECOGNIZE KATHLEEN AUSTRIA (PHONETIC).

PRESIDENT NEAL: FROM OUR SECOND DISTRICT. THANK YOU FOR COMING.

ANYTHING ELSE ON ITEM 14? ALL RIGHT. ITEM 15, MATTERS NOT POSTED.

COMMISSIONER WELT: YES. I HAVE A MATTER. MADAM CHAIR, I REALLY FEEL – I WENT TO THE ABILITIES EXPO, AND I THOUGHT IT WAS VERY NEAT. UNFORTUNATELY, BECAUSE OF THE RAIN, I DON'T THINK IT WAS AS ATTENDED. BUT I WAS ACTUALLY QUITE IMPRESSED OF HOW MANY PEOPLE ACTUALLY DID COME. ME AND MY CHILDREN, WE MY HUSBAND HAD OUR SHOWERS BEFORE WE WENT IN. LITERALLY.

THE POINT I AM BRINGING UP TO THE COMMISSION. I'VE BEEN ON THE COMMISSION SINCE 1999, I'M STILL YOUNG. WHAT I WANTED TO BRING UP IS AND SINCE I'VE BEEN ON FOR SHOW LONG, YEARS AGO WE USED TO ALWAYS HAVE MORE EVENTS OTHER THAN OUR ACCESS AWARDS LUNCHEON. WE WERE MOVERS AND SHAKERS AND HAD EVERY SEAT FILLED IN OUR MEETINGS, LITERALLY. AND SOMETIMES IT WAS STANDING ROOM ONLY AND HAD TO PULL IN CHAIRS FROM THE OTHER ROOM. SO WHAT I WOULD LIKE TO SEE OR HAVE MAYBE PUT ON ANOTHER AGENDA IS DISCUSS US BEING ABLE TO BUY A BOOTH TO BE ABLE TO GO TO THESE ANNUAL ABILITIES EXPOS. MY FRIEND DID IT. AND SHE ONLY SPENT ABOUT 200-SOMETHING DOLLARS SHE TOLD ME. I DON'T THINK THAT WILL BE MUCH FOR US, WE JUST APPROVED 250 FOR REFRESHMENTS. WE ARE SERVING THE DISABLED COMMUNITY. WE NEED TO GET SOME OF THOSE SERVING PEOPLE IN THERE, SO WE CAN GET MORE CONSTITUENTS, MORE SUPPORT.

PRESIDENT NEAL: CAN YOU COME UP WITH SOME SORT OF LISTING OF DIFFERENT THINGS GOING ON IN THE COMMUNITY? I KNOW COMMISSIONER TERAN HAS THINGS GOING ON –

CAN YOU HELP WITH THE EVENTS COMMITTEE SO WE CAN GET INVOLVED IN THAT?

COMMISSIONER WELT: I WILL. WE USED TO DO SO MANY DIFFERENT EVENTS. RIGHT OUT HERE, ON THE OTHER SIDE OF THE FOUNTAIN, BUT WE WOULD HAVE –

PRESIDENT NEAL: GRAND PARK.

COMMISSIONER WELT: WE WOULD HAVE EVENTS OUT THERE AND DID IT NEARBY BECAUSE WE WANTED THE SUPERVISORS TO COME, CONVENIENT FOR THEM. I WOULD LIKE TO PUMP US UP AGAIN, BECAUSE WE ARE YOUNG AND WE WANT TO BE OUT THERE FOR THE DISABLED COMMUNITY AND WANT TO MAKE AN IMPACT. OR I DO WHILE I AM STILL HERE.

COMMISSIONER TERAN: THANK YOU. I WANT TO SUGGEST SOMETHING, WHAT DANIEL WAS SAYING, BECAUSE HE'S RIGHT. AND SOME OF US –

PRESIDENT NEAL: REMEMBER WE HAVE TO BE FINISHED.

COMMISSIONER TERAN: DISABILITY – WE NEED MORE PEOPLE WHO HAVE A HANDICAP TO COME FORWARD AND SAY “I HAVE THIS NEED. CAN YOU HELP ME? WHAT CAN YOU DO FOR ME?” BECAUSE IF THE ONES WHO REPRESENT THE ONES WHO HAVE THE NEED ARE NOT HERE, THEN THEY CAN'T SPEAK OR DO IT AS WELL. AND IF THERE ARE ONLY TWO OR THREE OF US WITH DISABILITY AND HANDICAPS, WE NEED MORE. THERE ARE SO MANY PEOPLE OUT THERE WHO HAVE A NEED.

I THINK THAT'S A GREAT IDEA, WENDY. YES, THAT WOULD BE REALLY GOOD. I SUGGESTED LAST YEAR, THE YEAR BEFORE, THE NEIGHBORHOOD COUNCILS -- ACTUALLY CITY HALL DID FIVE YEARS AGO OR WHATEVER, SAW THEY NEEDED TO GO OUT TO THE COMMUNITY BUT ONLY DID IT TWO OR THREE TIMES, BUT THEN THEY STOPPED. MANY DON'T KNOW WHO WE ARE OR WHAT THEY ARE DOING. SAME WITH US. IF WE GO OUT TO EACH COMMUNITY, EACH DISTRICT, ONCE IN A WHILE, THEY WOULD HEAR ABOUT US AND COME AND –

PRESIDENT NEAL: CAN WE PUT THIS ON THE AGENDA SO WE CAN TAKE MORE TIME?

FOR THAT I THINK WE NEED MORE THAN ONE BANNER. WE HAVE ONE. WE NEED MORE THAN ONE. I ALSO THINK WE NEED ONE THAT USES OUR SLOGAN WHICH IS “DISABLED DOES NOT MEAN UNABLE.”

MOVING ON TO ITEM 16. PUBLIC COMMENT. AND ONCE AGAIN, I APOLOGIZE, WE HAVE TO LIMIT YOUR COMMENTS TO ONE OR MAYBE TWO MINUTES BUT CAN'T DO THREE BECAUSE I DON'T HAVE ENOUGH TIME.

FIRST MR. DAVID CHIONO. I DO THAT RIGHT?

DAVID CHIONO: COMING DOWN LAST MARCH 31, AND PHONE 1-800-318-2596, SOCIAL SECURITY HAS THE PHONE NUMBER ON THE WHATEVER, THANK YOU.

PRESIDENT NEAL: THANK YOU.

COMMISSIONER WELT: THANK YOU FOR YOUR SUPPORT.

PRESIDENT NEAL: NO NAME ON HERE.  
(INAUDIBLE).

>> GOOD AFTERNOON, PRESIDENT NEAL AND LADIES AND GENTLEMEN. I WOULD LIKE TO MAKE AN ANNOUNCEMENT ABOUT THE ANNUAL (INAUDIBLE) PARK TRANSMISSION. IT'S VERY GOOD FOR US, AND THEN EVERYTHING FREE. FREE. FOR TWO DAYS INCLUDING BREAKFAST AND LUNCH. TOOLS FOR TRANSFORMATION.

PRESIDENT NEAL: THANK YOU SO MUCH.  
LINDA BLOCK.

>> LINDA BLOCK: I WILL STAND UP AND TALK BECAUSE I TALK FASTER WHEN I STAND UP. THOUGHT JUST – A WEEK BEFORE THE EARTHQUAKE, PEOPLE WHO GET DIRECT DEPOSIT ON SSI, SOCIAL SECURITY, SSD, IN CASE OF AN EARTHQUAKE, (INAUDIBLE) CHECK WOULD MESS UP THE ELECTRICITY BECAUSE EVERYTHING IS ON COMPUTERS, AND WE HAVE A BANK HOLIDAY WHICH ROOSEVELT DECLARED AND PEOPLE CAN'T GET MONEY OUT OF THE BANK. PEOPLE SHOULD PLAN IF AN EVENT LIKE THAT HAPPENS.

OUR CHECKS AUTOMATICALLY GET DELIVERED TO OUR HOMES OR MAIL BOXES. THIS WAY WE DON'T HAVE TO WORRY ABOUT OUR CHECKS BEING STUCK IN THE BANK. WE WILL HAVE OUR CHECKS, AND IN CASE WE GET – AFTER THE INCIDENT IS OVER, IN CASE WE HAPPEN TO HAVE A CHECK IN OUR BANK ACCOUNT, DIRECTLY DEPOSITED, TO PREVENT FRAUD, YOU KNOW, WE CAN HAVE A CHOICE. SEND THE CHECK BACK OR KEEP THE CHECK BUT NOT GET THE FOLLOWING MONTH'S CHECK AND TO SEND THE CHECK BACK, SEND IT BACK CERTIFIED MAIL, RETURN RECEIPT, HAVE THE DEPOSITOR REVERSE DIRECT DEPOSIT AND HAVE A NUMBER CODE SO YOU HAVE PROOF. THANK YOU.

PRESIDENT NEAL: VERY GOOD SUGGESTION.  
THAT'S IT? ITEM 16.  
MR. GARCIA.

DANIEL GARCIA: I WILL KEEP IT VERY SHORT.  
30 SECONDS, MAYBE?

AS YOU MAY KNOW I AM RUNNING FOR CITY COUNCIL, AND JUST WANT TO LET YOU KNOW THAT AGAIN. I HAVE BEEN GETTING ENDORSEMENTS BY PEOPLE TO – WHO WANT TO SEE ME ADVANCE FOR CITY COUNCIL. SO I JUST WANT TO SAY THAT IT'S OKAY BY... YOU WILL NOT HAVE A CONFLICT OF INTEREST IF YOU ENDORSE ME. AND PUBLICLY, ANYBODY WHO ENDORSES ME, PLEASE, YOU CAN SEND THE EMAIL AND I WILL GIVE YOU MORE... AFTER THE (INAUDIBLE) HAS BEEN DONE. THANK YOU VERY MUCH.

PRESIDENT NEAL: THANK YOU, DANIEL. GOOD LUCK.

DANIEL GARCIA: THANK YOU!

PRESIDENT NEAL: OKAY, WELL, ITEM 17.

COMMISSIONER TERAN: MOTION TO ADJOURN.

COMMISSIONER WELT: I SECOND THAT.

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PRESIDENT NEAL: ALL IN FAVOR. OPPOSED? ABSTENTIONS?  
THANK YOU ALL FOR COMING.  
(3:03)

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